ADDENDUM ANNEX 9: Consolidated Responses to Queries received vide email:eprocurement@kra.go.ke

SN	REFERENCE TO THE TENDER DOCUMENT	TENDER DOCUMENT REQUIREMENT	ACTIVITY / QUERY	KRA RESPONSE
1	LOT-1-CATEGORY-2--Enterprise-Document-Management-System, Page 5, "Workflow Automation Module"	"Automated workflows for document creation, review, approval, and archival."	To accurately scope workflow automation, can KRA provide: 1. The number of primary document workflows to be automated (e.g., taxpayer audit, refund processing, legal case management). 2. For each workflow, the approximate number of steps, decision points, and roles involved. 3. Integration endpoints where workflows need to exchange data with other systems (e.g., iTax for taxpayer data, ERP for finance approvals).	KRA is currently undertaking a full Business Process Re-engineering (BPR) and Business Requirements Definition (BRD) exercise for the target DMS-enabled operating model. At this tender stage, bidders are required to provide: A workflow engine capable of configuring, versioning, and managing multiple document-centric workflows. Support for configurable steps, roles, rules, SLAs, escalations, and decision points. Support for API-driven integration to KRA systems. The final list of workflows, steps, and integration points shall be confirmed and baselined during the BPR and BRD phase, which forms part of this contract. Bidders shall therefore price and propose their solution on the basis of a configurable workflow platform, not a fixed number of pre-defined workflows.
2	LOT-1-CATEGORY-2--Enterprise-Document-Management-System, Page 6, Section "Data Migration from Legacy Repositories"	"Moving existing digital and manual documents into the new system. • Assess all current repositories... • Digitize manual documents through scanning."	1. What is the estimated volume of data to be migrated (GB/TB)? 2. What is the approximate count of documents (pages) to be digitized through scanning ?	KRA operates a hybrid document environment consisting of: Multiple legacy digital repositories. Departmental file shares. Structured databases. Physical records distributed across stations and regional offices. The exact data volumes and page counts are not yet fully validated and will be confirmed during the Data Discovery and Migration Assessment phase under this contract. Bidders shall therefore: Propose a scalable migration and digitization framework. Include unit rates (e.g., per GB, per million pages) to allow KRA to scale volumes once verified. Final volumes will be baselined before execution of mass migration.
3	LOT-1-CATEGORY-2--Enterprise-Document-Management-System, Page 6, "Data Transformation & Digitization"	"Standardizing and converting unstructured and manual documents. • Apply OCR to scanned files."	1. Please specify the scope, current format, and desired output format for 'standardizing and converting unstructured and manual documents'?	KRA holds documents in multiple formats including scanned images (PDF, TIFF), office files (Word, Excel), emails, and legacy proprietary formats. The target state is a standardized, searchable, metadata-driven digital repository with: -OCR -Full-text indexing -Structured metadata -Long-term archival formats (e.g., PDF/A, XML, JSON, etc.) The successful bidder shall be responsible for the design, documentation, and implementation of the enterprise document taxonomy, metadata model, and format standards for the DMS. This shall be carried out through structured workshops and analysis with KRA stakeholders as part of the Business Requirements Definition (BRD) and solution design phase. The bidder shall deliver: A document classification framework. A metadata dictionary and data model. File format and archival standards. Retention and lifecycle rules. All taxonomy and metadata artefacts shall be validated and approved by KRA prior to system configuration and data migration.
4			2. Are records centralized or distributed across offices?	Records are currently distributed across headquarters, regional offices, stations, and business units. The target DMS shall support: Centralized logical control. Distributed capture and access. Role-based access across locations.
5			3. Is physical document scanning and preparation within the bidder's scope?	Physical document preparation and scanning forms part of the scope, but will be implemented in phases based on priorities defined in the BRD and data migration plan.

6	LOT-1-CATEGORY-2--Enterprise-Document-Management-System, Page 7, "System Testing & Quality Assurance"; Annex I & II	"Conduct SIT, UAT, performance testing, security testing."	Will penetration testing be performed by KRA's internal team, or must the bidder engage a third-party? Which specific SIEM product is in use for log integration?	KRA will provide governance for security and compliance testing. The bidder shall: Perform application-level security testing Support integration with KRA's enterprise SIEM Where required, independent penetration testing may be jointly agreed during implementation. Currently KRA uses **IBM QRadar** and **ELK Stack.**
7	LOT-1-CATEGORY-2--Enterprise-Document-Management-System, Page 7, "AI-Ready Data Storage & Emerging"; Page 20, Item 1.xi	"Design and implementation of data storage structures... that support AI, analytics, and other emerging technologies such as blockchain."	Are specific AI use cases identified (e.g., fraud detection, compliance scoring)? Is blockchain for document immutability a mandatory requirement or optional enhancement?	KRA's strategic objective is to deploy a future-ready, AI-enabled and tamper-resistant document platform. Blockchain-based document immutability is the preferred architecture; however, bidders may propose and demonstrate alternative or complementary technologies provided they achieve equivalent or superior levels of immutability, auditability, and legal defensibility. Specific AI use cases (e.g., fraud detection, compliance scoring, legal analytics, revenue assurance) will be finalized in the BRD and phased into the solution.
8	LOT-1-CATEGORY-2--Enterprise-Document-Management-System, Page 8, Section 2.2 "Integrations"; Page 22, Table "Integrations"	"The System should integrate with the following KRA's internal systems: i. KRA Customs System, ii. KRA Tax Systems..."	Can KRA provide API specifications/endpoints and test environments for each system? And specific software versions that are in use (e.g., SAP ECC 6.0, Oracle EBS 12.2)?	The systems listed in the tender represent a sample of the core initial integration landscape. A detailed integration catalogue, including APIs, data models, and business use cases, will be issued as part of the Business Requirements Definition (BRD) phase. The DMS must therefore support: API-based integration Event-driven and batch interfaces Secure data exchange with multiple internal and external systems The specific software platforms and versions currently in use will be provided as an Annexure. Additional details relating to environments, configurations, and security architecture will be provided during the implementation phase due to security and operational considerations. It should be noted that KRA's systems environment comprises a mix of custom-built and bespoke applications, including platforms built on Java, Angular, and other technologies. **The DMS must therefore be capable of integrating with an heterogeneous enterprise IT landscape.**
9	LOT-1-CATEGORY-2--Enterprise-Document-Management-System, Page10, "Non Functional Roles"	"The system must support up to 10,000 concurrent users across all departments without performance degradation."	How many users are going to use the system?	The 10,000 concurrent users figure represents peak enterprise-wide capacity planning, not the initial rollout user count. The system must be architected for full-scale KRA adoption over time.
10	LOT-1-CATEGORY-2--Enterprise-Document-Management-System, Page 16, Table "Security & Compliance"; Annex I & II	"Data Encryption: All data, both at rest and in transit, must be encrypted using industry-standard encryption algorithms."	Is there a preferred encryption standard (e.g., AES-256, FIPS 140-2)? Which SIEM solution is currently deployed at KRA for log integration?	Industry-standard encryption is required. Bidders shall comply with: AES-256 and above or equivalent TLS 1.2 + for data in transit FIPS 140-2 -aligned cryptographic modules where applicable
11	LOT-1-CATEGORY-2--Enterprise-Document-Management-System, Page 17, "Technical Requirements" Point i	"i. The system must be deployable on-premise and cloud-ready (hybrid deployment)."	What is KRA's preferred deployment model (on-premise, cloud, hybrid)? Are there existing data center, network, and virtualization specifications available?	KRA's target architecture is hybrid-ready. The initial phase shall entail on-prem deployment but the solution should be scalable without re-design Detailed infrastructure specifications will be provided during implementation planning.
12	LOT-1-CATEGORY-2--Enterprise-Document-Management-System, Page 18, "Training	"Successful bidder MUST provide Manufacturer Authorized administrator training	1. Is purely in-person "classroom" training mandatory, or is virtual/hybrid delivery acceptable?	**1)**Training delivery may be in-person or hybrid, subject to KRA approval. The 100 staff shall include: -System administrators -Power users -Trainers

#				
13	and capacity building"	(classroom) for hundred (100) KRA staff, leading to professional certification."	2. What is the expected split between administrator vs. end-user training among the 100 staff?	**2)** The 100 staff referenced in the tender shall be trained across different competency levels to ensure sustainable operation of the DMS. The indicative split shall be: **Core System Administrators and Technical Support:** approximately 20–30 staff **Super Users, Records Officers, and Power Users:** approximately 40–50 staff **End Users and Business Users:** approximately 20–30 staff The final training breakdown and role mapping will be confirmed during the implementation planning phase, based on the approved operating model. Bidder shall therefore **provide unit costing for each of the stated teams and the proposed cost for each of the training model adopted**(physical,hybrid and virtual). Any additional training needs shall be provided at the quoted unit price as indicated.
14			3. Who bears the costs for venue, travel, accommodation, equipment, and catering?	**3)** The bidder shall include in their financial proposal all costs related to the delivery of the training, including: Trainers and instructional materials Certification and examination fees Training equipment and software Bidders should therefore price their proposals assuming training delivery costs are
15	LOT-1-CATEGORY-2--Enterprise-Document-Management-System, Page 24, Table 5: "Demo Key Areas of focus for Document Management System"	Table lists MVP Deliverables: Core Document Repository, Workflow Automation, Security, Integration.	Should the demonstration be scripted around specific KRA business scenarios, or is a general feature walkthrough acceptable?	Demonstrations should showcase relevant public-sector and revenue-authority business scenarios, but do not require KRA-specific scripting at this stage.
16	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Hosting of the LIMS	Will the software be hosted on the cloud or deployed on-premises?	Deployed on-premise
17	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution	The Kenya Revenue Authority (KRA) invites qualified vendors to submit proposals for the supply, configuration, customization, implementation, and support of a next-generation Enterprise Resource Planning (ERP) solution that is modern, modular, and cloud-native.	Should the ERP system be hosted on cloud?	Hybrid approach is prefered. Sensitive data will be on premise while non sensitive data will be on the cloud.
18	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution	11. The vendor should propose a rollout strategy. The current number of staff is ~ 10,000 across the country in 8 regions. The rollout should include a realistic pilot of the system across the country. The system should be scalable and be able to accommodate at least 14,500 users.	Should we license for 10,000 users or 14,500 users?	The system should be scalable. However, we will work with the current users. Adjustments to the licencing price will be made as we continue our relationship with the winning bidder.
19	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Enterprise Scope & Architecture"	Transaction Volume	What is the approximate volume of transactions expected in each module (Finance, HR, SCM, Assets, Projects)?	The following are the yearly averages for the modules in our current ERP Finance approximately 500,000 HR approximately 300,000 SCM approximately 50000 PM - 10,000 Workflows - 7,000,000 Projects module and Risk and Compliance are not in current ERP. Assets Functionality are both in Finance and PM.
20	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Enterprise Scope & Architecture"	Legacy Systems	Will the new ERP replace the existing systems completely or run together with them?	It will replace the current system. A transition from the old system to the new system will have to be planned with the winning bidder.
21	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Enterprise Scope & Architecture"	Deployment Model	Which deployment model is preferred – on-premise, sovereign cloud, or hybrid?	Hybrid solution will be prefered. Sensitive data will be on premise while non sensitive data will be on cloud.
22	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Enterprise Scope & Architecture"	Customization Level	How much customization is expected compared to standard configuration?	Customisation will be required so as to meet legal and procedural requirements if the standard configurations do not meet this.

23	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Enterprise Scope & Architecture"	Implementation Phasing	Will the implementation be done in phases? If yes, which modules should go first?	This will be dependant on both KRA and the solution. The winning bidder will have to meet the key users to determine the critical functions at that moment in time and how they map to the solution.
24	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Integration & Interoperability"	External Systems	Which existing systems must be integrated with the ERP?	All Systems that require to authenticate information that resides in the ERP.
25	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Integration & Interoperability"	API Availability	Are APIs already available for these systems or should the vendor develop them?	APIs are present but there will be changes that are required and further APIs will need to be developed.
26	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Integration & Interoperability"	Integration Mode	Should integrations work in real time or is batch processing acceptable?	They should be real time
27	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Integration & Interoperability"	Mandatory Integrations	Is integration required with tax systems, banks, DMS, and other government platforms?	The ERP should Integrate mainly with the tax systems, banks, DMS, other external or internal systems
28	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Integration & Interoperability"	Standards	Which technical standards should be followed for integration (e.g., REST, SOAP, GIF, GEA)?	Both REST and SOAP are preferred.
29	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Data Migration"	Data Scope	What data needs to be migrated from existing systems for each module?	This is dependant on the winning ERP solution. The winning bidder will require to sit with the key users to determine this.
30	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Data Migration"	Historical Years	How many years of historical data should be migrated?	All useful data from the previous legacy systems.
31	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Data Migration"	Data Cleansing	Who will be responsible for data cleansing – the client or the vendor?	Both the client and the vendor. Client understands the data and vendor will advise on how it should be updated into the system.
32	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Data Migration"	Parallel Run	Is parallel running of old and new systems required?	Parallel running of Systems that carryout the same function is not encouraged. A cut off date is preferred.
33	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Financial Management"	Accounting Standards	Should the system support IPSAS, IFRS, and cash-based accounting together?	Yes, a modern Enterprise Resource Planning (ERP) system should support IPSAS, IFRS, and cash-based accounting simultaneously. This is achieved through advanced multi-ledger, multi-currency, and dimensional reporting capabilities, to manage transition phases or dual reporting requirements effectively
34	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Financial Management"	Ledgers	Are multiple ledgers and multi-dimensional chart of accounts required?	Yes, Multiple ledgers and multi-dimensional charts of accounts (COA)will enable simplification of the account structure, granular reporting, and scalability of the organisation as the organization grows.
35	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Financial Management"	Budget Control	Should budget controls work in real time across procurement, HR, and projects?	Real-time budget controls is critical because it will ensure that budget is available across all modules to prevent unauthorised spending or purchases
36	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Financial Management"	Tax Integration	Is integration with tax systems required for automated tax processing?	Integration with Tax Administration System for automated tax calculation and filing (PAYE, VAT, WHT), Automated tax reconciliation and variance analysis is required
37	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Financial Management"	Multi-Currency & Budgeting	Should the system support multi-currency and multi-year budgeting?	Yes, Multi-currency functionality is essential as it enables the recording of transactions in foreign currencies while automatically converting them into a base reporting currency using real-time exchange rates. Multi-year budgeting functionality will align financial resources with long-term strategic goals, allowing for planning that spans 3, 5, or 10 years rather than just the next fiscal year.
38	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "HRMS"	Workforce Size	What is the total number of employees, including permanent staff, contract staff, and interns?	For purposes of this tender the projected numbers are between 10,000 to 14,500.
39	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "HRMS"	Payroll Complexity	Are multiple payroll cycles and backdated payroll adjustments required?	Yes there are cases where payroll cycles and backdated payroll adjustments are made e.g. where promotions are backdated
40	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "HRMS"	Performance & Compensation	Should performance management be linked to promotions and compensation?	Yes. The how will be discussed with the HR /Performance Management Division (PMD) Users.
41	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "HRMS"	Biometric & Mobility	Is integration with biometric systems and mobile workforce tools required?	Yes this is required. There is trend towards mobile devices. In the current ERP there are functionalities that use mobile devices.
42	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "SCM"	Procurement Methods	Are all PPADA procurement methods required, including two-stage tendering?	The system should be able to adopt all procurement methods as provided in the PPADA

43	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "SCM"	Supplier Portal	Is a supplier portal and e-tendering functionality required?	Integration with external systems which include EGP and internal systems, tender publication, supplier data exchange, annual procurement planning, contract management and award processing have been covered in the TOR for ERP page 27 under Supply Chain Management item (ii) eProcurement and Sourcing
44	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "SCM"	Contract Automation	Should contract milestones automatically trigger payments?	The terms and conditions of the contract will be negotiated and agreed upon by both parties before award.
45	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "SCM"	AI & Forecasting	Are AI-based supplier evaluation and demand forecasting required?	Yes, AI Technology will be useful to determine suitable suppliers and predict responsiveness to a tender. Also, assisting in demand forecasting based on previous utilization and current market demands.
46	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Assets & Projects"	Asset Integration	Should operational asset management be integrated with financial asset management?	Yes, operational asset management (EAM) should be integrated with financial asset management within an ERP system to create a single source of truth, optimizing Total Cost of Ownership (TCO) and enhancing decision-making. This integration will reduce data silos, and provides a holistic view of asset health, depreciation, and ROI.
47	LOT-1-CATEGORY-2---Enterprise-Resource-Planning-Solution, Section "Assets & Projects"	Project & Budget Integration	Should project budgets and grant management be integrated with organizational budgets?	Yes, integrating project budgets and grant management with organizational budgets in an Enterprise Resource Planning (ERP) system is highly recommended for organizations seeking improved efficiency, transparency, and financial control.
48	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	RFP includes an appendix related to the Form of Proposal on Fraud & Corruption (not clearly marked as mandatory). Clarify if it must be signed/stamped and submitted.	12.1 Shall we submit the APPENDIX TO FORM OF PROPOSAL ON FRAUD AND CORRUPTION CLAUSE signed and stamped?	YES
49	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	RFP includes a 'Comments and Suggestions' document/form (unclear if mandatory). Clarify if it must be signed/stamped and submitted.	12.2 Shall we submit the COMMENTS AND SUGGESTION signed and stamped?	YES
50	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Data Sheet mentions JV member limits; RFP also allows subcontracting. Clarify any cap on JV members and on downstream vendors/suppliers used by consortium members.	12.4 Is there any limitation on the number of Consortium Members, or on the number of Vendors to whom any Consortium Member may assign part of the Scope of Work?	NONE
51	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether certificates/references in a supplier's name (engaged by a subcontractor) can be submitted to satisfy tender requirements.	12.5 If a Subcontractor assigns part of the scope to a Supplier, will certificates and/or references issued in the name of that Supplier be acceptable to KRA?	Subcontractor is not allowed to further ssign its obligations
52	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clause refers to selecting a bidder from those 'listed' in the RFP. Clarify whether tender is open to all eligible bidders or restricted to invited/shortlisted bidders.	12.6 Is this RFP open to any eligible bidder, or is it limited to only bidders "listed in the Request for Proposals" / invited/shortlisted? If shortlisted, please share the official list and how an entity becomes "listed".	the RFP is open to all eligible bidders/firms
53	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Letter says submission strictly via KRA e-Procurement Portal; ITC mentions sealing/marking. Clarify that only e-submission is required and no hardcopy submission is needed.	12.7 The RFP states submission is strictly via the KRA E-Procurement Portal, but the ITC section still describes "sealing/marking". Please confirm that NO hardcopy technical/financial proposal is required, only portal submission.	Please refer to TENDER DATA SHEET , ITC 18.5 (PAGE 27): The Proposal submission address is: TO BE SUBMITTED ELECTRONICALLY through KRA E-PROCUREMENT PORTAL
54	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	RFP requires multiple forms and schedules. Clarify whether KRA wants one file per form or a consolidated PDF, and whether Excel schedules are acceptable.	12.8 Do you require one PDF per form or one consolidated PDF (and are Excel schedules allowed)?	JOHN MURIUKI
55	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify portal constraints for file size, naming conventions, and whether zipped uploads are permitted.	12.9 What are the file size limits, naming rules, and are zip files allowed?	DC SCM
56	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	RFP allows digital tender security with verification but also references depositing an original. Clarify if foreign bidders may submit digital-only without physical deposit.	12.10 Tender Security: Are foreign bidders allowed to submit digital-only (verifiable) tender security without physically depositing the original hard copy?	Bidders are allowed to submit both hard copy or digital security, such as a QR code or an online verification portal.(see page 32 (item 9) The Tender Security should be submitted in the ERP SRM portal under notes and attachments.
57	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	RFP references tender security box deposit at Times Tower. Clarify latest acceptable deposit deadline and whether courier delivery is permitted.	12.11 If physical deposit is required, what is the latest acceptable deposit date/time, and is courier delivery accepted?	On/Before tender opening/closing date and time

58	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Mandatory administrative/legal documents are listed; clarify whether each JV member must submit all documents, or only the lead (and which can be shared/combined).	12.12 For JVs/consortiums, do all JV members submit each mandatory admin/legal document, or only the lead? (tax, incorporation, CR12-equivalent, affidavits, audited FS, etc.)	Each JV/Consortium member must submit theRequirements specified under ELIGIBILITY & MANDATORY REQUIREMENTS No. 20-26 on page 34 of the Tender Document.
59	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	RFP allows equivalent certification in bidder's country. Clarify acceptability of e-notary and/or apostille and any legalization requirements.	12.13 Affidavit/certification rules for foreign bidders: is e-notary and/or apostille acceptable?	e-Notary is acceptable subject to compliance with notarial rules of the bidder's jurisdiction
60	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	RFP requires proposal to be signed by an authorized person. Clarify whether POA/authorization is required from consortium members and/or subcontractors to the prime bidder.	12.14 For the Prime Bidder to submit the Proposal, is a Power of Attorney (POA) required from Consortium Members and/or Subcontractors authorizing the Prime to sign and submit on their behalf?	NO. The JV/teaming Agreement should donate authorize the lead member to act on their behalf
61	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify which subcontractor administrative documents must be submitted at bid stage vs at award/contracting.	12.15 For subcontractors, which administrative documents are mandatory at bid stage, and which are only required upon award?	Refer to additional information: Mandatory requirements for subcontractors in this addendum (Addendum Annex 1)
62	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify if 'critical' subcontractors must submit the same mandatory admin documents as the prime/JV members or if a commitment letter suffices.	12.16 If a subcontractor provides critical scope (core system / major deliverable), must they submit the same mandatory admin documents as the Prime, or is a letter of commitment sufficient?	Refer to additional information: Mandatory requirements for subcontractors in this addendum (Addendum Annex 1)
63	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether subcontractors must provide a signed undertaking/commitment letter, and if KRA provides a template or required contents.	12.17 Do subcontractors need to submit a signed undertaking/letter of commitment confirming availability, scope, and support for the full contract period? If yes, is there a required template?	Refer to additional information: Mandatory requirements for subcontractors in this addendum (Addendum Annex 1)
64	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether subcontractor commitment letters/forms must be backed by POA/board resolution, or if an employee signature is acceptable.	12.18 Are subcontractors required to submit a Power of Attorney / Board Resolution authorizing the person signing their commitment letters, or is signature by an employee sufficient?	Refer to additional information: Mandatory requirements for subcontractors in this addendum (Addendum Annex 1)
65	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether each JV member must sign and submit separate declarations (no conflict, ethics, anti-corruption, non-debarment), even if the prime uploads a consolidated set.	12.19 For a consortium/JV, do you require separate signed forms (e.g., self-declarations / ethics commitments) from each member, even if the Prime submits a consolidated set?	Each JV/Consortium member must submit theRequirements specified under ELIGIBILITY & MANDATORY REQUIREMENTS No. 20-26 on page 34 of the Tender Document.
66	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether CBQ/Tenderer Details are required per JV member or can be submitted once for the JV/lead member (and if a JV entity exists).	12.20 For a consortium/JV, do you require a single consolidated Confidential Business Questionnaire / Tenderer Details for the JV, or one per JV member (plus one for the JV entity if formed)?	Only the Requirements specified under ELIGIBILITY & MANDATORY REQUIREMENTS No. 20-26 on page 34 of the Tender Document apply to the individual JV /Consortium members
67	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether a JV Letter of Intent is sufficient at submission and when the fully executed JV agreement is required.	12.21 If the JV is not yet legally formed, is a JV Letter of Intent sufficient at submission, and at what stage do you require the final executed JV Agreement?	Letter of Intent is sufficient. However bidders should endevour a signed JV Agreement
68	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether proof of relationship (MoU/draft subcontract) is required or only a subcontractor role/scope letter.	12.22 Do you require proof of relationship between Prime ↔ subcontractor (e.g., draft subcontract agreement / MoU), or only a letter stating the subcontractor's role and scope?	Rfer to additional information: Mandatory requirements for subcontractors in this addendum (Annex
69	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify addressee and uploader for OEM/manufacturer authorization letters when relying on subcontractor/OEM relationship.	12.23 If relying on a subcontractor's OEM/manufacturer relationship, must authorization letters be addressed to KRA, to the Prime, or to Oxinus/Safaricom, and who must upload them?	Adress To KRA
70	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether right-to-resell / OEM authorization evidence is mandatory at bid stage when subcontractor supplies software licenses.	12.24 If a subcontractor will deliver software licenses, do you require publisher/OEM authorization or right-to-resell evidence at bid stage?	YES
71	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether digitally signed/stamped documents are acceptable for admin documents that normally require seal/stamp, or if wet signature is required.	12.25 For admin documents requiring stamps/seals, do you accept digitally signed documents, or must they be wet-signed and scanned?	Digitally signed documents are allowed.

72	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether KRA accepts one consolidated PDF for all entities or requires separate admin packs per entity, and required naming conventions.	12.26 For admin documents, do you accept one consolidated PDF (Prime + JV members + subcontractors), or require separate files per entity (and if separate, how should they be named)?	One pdf
73	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether non-Kenyan subcontractors must register on KRA supplier portal at bid stage or only the prime bidder must be registered.	12.27 If a subcontractor is non-Kenyan, is any local registration (e.g., KRA supplier registration) required at bid stage, or only for the Prime bidder?	NO
74	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify if there is a prescribed format for subcontractor company profile/organizational details, or a standard profile is acceptable.	12.28 Do subcontractors need to submit company profile / organizational details in a specific format, or is a standard profile acceptable?	Refer to additional information: Mandatory requirements for subcontractors in this addendum (Addendum Annex 1)
75	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify if non-English documents require certified translation, and acceptable certifying authority (notary, sworn translator, etc.).	12.29 If subcontractor documents are not in English, do you require certified translation, and who must certify it?	YES
76	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether evidence of the lead member's authority to bind the JV is required beyond the JV LOI/Agreement (e.g., member resolutions/POAs).	12.31 For a consortium/JV, if one member is designated as Lead, do you require evidence of the Lead's authority to represent and bind the JV beyond the JV LoI/Agreement?	NO. The JV/teaming Agreement should donate authorize the lead member to act on their behalf
77	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether subcontractors must submit their own no-conflict/non-debarment/ethics declarations or if the prime bidder's declarations cover them.	12.32 Are subcontractors required to submit non-debarment / no-conflict declarations in their own name, or is the Prime's declaration sufficient?	Refer to additional information: Mandatory requirements for subcontractors in this addendum (Addendum Annex 1)
78	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether UBO/beneficial ownership disclosures are required for subcontractors and each JV member or only for the prime bidder.	12.33 Do you require UBO/beneficial ownership disclosures (or equivalent) for subcontractors and all JV members, or only for the Prime bidder?	Refer to additional information: Mandatory requirements for subcontractors in this addendum (Addendum Annex 1)
79	MAIN RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM	Clarify whether there is any limit on the number of subcontractors and whether a formal subcontractor register/list is required in the admin submission.	12.34 Is there a limit to the number of subcontractors whose administrative documents can be included, and do you require a subcontractor register/list as part of admin submission?	Refer to additional information: Mandatory requirements for subcontractors in this addendum (Addendum Annex 1)
80	LOT-1-CATEGORY-1---Smart-Gates-and-Transit-Surveillance-System	66 Smart Gates for Proposed Smart Gates Installation sites – See Annex I	Please help confirm the smart gate usage scenario for each installation site respectively，such as smart gate for vehicle clearance or smart gate for pesonnel clearance. After we confirm the exact quantity of every smart gate, then we can proceed to propose our solution accurately.	All smart gates referenced in this requirement are intended to support both vehicle clearance operations and personnel access, and shall be implemented in line with the quantities specified in Annex I. Reference: Mandatory Minimum Technical Specifications A. SMART GATES FOR PERSONNEL CLEARANCE B. SMART GATES FOR VEHICLE CLEARANCE C. SMART GATES TO INCLUDE OPTICAL CHARACTER RECOGNITION (OCR) FOR CARGO CONTAINERS
81	LOT-1-CATEGORY-1---Smart-Gates-and-Transit-Surveillance-System	Establishment of 2 command and control centers for surveillance and analysis and monitoring of smart gates live feeds: ☐ Supply and installation of a primary and back-up command centers for centralized monitoring of cargo ☐ Integration of the 2 command centers one as primary site and the other as secondary/backup site	1.Are the 2 command and control centers deployed in two different data centers or in the same data center? 2.How far apart are the two data centers? 3.Both the Smart gate system and 2 command and control centers are deployed in customs intranet or public internet?	1. The two Command and Control Centres are hosted within the same data centre environment to ensure centralized management and efficient coordination of operations. 2. N/A 3. Both the Smart Gate System and the two Command and Control Centres are deployed within the KRA internal intranet infrastructure ensuring secure and reliable communication between all components of the solution.
82	LOT-1-CATEGORY-1---Smart-Gates-and-Transit-Surveillance-System	1-e)Integration with existing Regional Electronic Cargo Tracking system (RECTS) at bidders own cost.	1.RECTS is deployed in intranet or public internet? 2.we want to knwo why smart gate system need to integrate with RECTS,please help share the usage scenario. 3.To integrate smart gate system with RECTS, we would like to get the API interface of RECTS,please help share the API document.	RECTS is hosted by the EAC on a private intranet. Both systems exchange information on trucks entering and exiting customs controlled areas. The API specifications will be shared at a later stage of the procurement process.
83	LOT-1-CATEGORY-1---Smart-Gates-and-Transit-Surveillance-System	5.Functionality: Exchange of data & Compatibility with other systems a)Ability to share truck details and other data with identified customs system(s) b)Ability to receive data from identified customs system(s)	To integrate smatr gate system with identified customs system(s),we would like to get the API interface of identified customs system(s), please help share it.	The detailed information and specifications related to this requirement will be provided at a later stage of the procurement process, at the appropriate point

84	LOT-1-CATEGORY-1---Smart-Gates-and-Transit-Surveillance-System	8.Functionality: Profiling a)The system should be able to identify trends for risk management purpose. The database may contain information about any infringements previously made by the carrier on the territory of the country - AI. b)The system should have a mechanism to flag suspect cases -Such information can then be automatically displayed to the control officer at the border crossing before the vehicle enters the inspection zone - AI	1.Need to clarify whether the customer has provided a database of carrier's historical violation information? 2.It is necessary to clarify whether the customer has provided a database of historical suspicious information about transport trucks.	1.The carrier's historical violation data shall be provided to enable assessment of past compliance behavior, including records of penalties and enforcement actions associated with the carrier's operations. 2.Historical records of suspicious activity linked to transport trucks shall be made available to support risk profiling and monitoring
85	LOT-1-CATEGORY-1---Smart-Gates-and-Transit-Surveillance-System		To better propose the weighbridge solution, we would like to know the max weight, length width and the number of axles of truck to be weighed. please help confirm them.	The concise summary of the maximum legal limits for trucks in Kenya is contained in the Traffic Act (Cap. 403) and regulations
86	LOT-1-CATEGORY-1---Smart-Gates-and-Transit-Surveillance-System		Please help share the usage scenario of ticket printer of kiosk.	This is a self-service digital station placed at an entry or exit lane that automates checks, data capture and decision-making so vehicles can pass through faster and with minimal human intervention
87	LOT-1-CATEGORY-1---Smart-Gates-and-Transit-Surveillance-System	2.Release Control System 2.1.Overview The release control system sends the data collected by the front end equipment to the Smart Gate System through the lane controller/serial port server, including the container number, license plate number, electronic tag information, weight information, and IC card information. The Smart Gate System uploads the data to the Customs background verification and release system through the data transmission service, receives the release instructions returned by the Customs system, and performs release control according to the release instructions. In case of abnormal, authorized personnel can manually release the vehicle through lane controller	could you please help confirm where both electronic tag information and IC card information are from?	The data collected by the front-end equipment and transmitted to the Smart Gate System via the lane controller/serial port server including container number, license plate number, electronic tag details, weight data, and IC card information—originates from the RECTS system
88	LOT-1-CATEGORY-1---Smart-Gates-and-Transit-Surveillance-System	4.Lane Management System 4.1. System Overview The lane management system of the gate controls the devices (Camera, QR code scanner, RFID reader, etc.) on the lane according to the defined sequence. It realizes the automatic collection of vehicle information, receives the release instruction from the management system, and controls the automatic release or rejection of the electronic arm barrier.	could you please share the usage scenario of RFID reader?	A vehicle with an RFID tag approaches the smart gate equipped with an RFID reader. The RFID reader scans the tag automatically as the vehicle enters the gate lane. The smart gate system validates the tag against the backend database: If authorized, the barrier opens automatically and a transaction log is recorded. If unauthorized or invalid, the gate remains closed and an alert is sent to the operator or command centre.
89	LOT-1-CATEGORY-1---Smart-Gates-and-Transit-Surveillance-System	Table 8: Minimum technical specifications of user interface and control	Please help clarify the usage scenario of this monitor	Monitors will provide real-time visual feedback and status information to users and operators during system interaction
90	LOT-1-CATEGORY-1---Smart-Gates-and-Transit-Surveillance-System		Please help clarify the intercom system, whiat is the usage scenario.	The gates should be fitted with an intercom system that enables personnel to communicate with other gates and the command centres
91	LOT-1-CATEGORY-3---Digital-Shipment-Solution	10 Compliance to Detailed KRA Security Requirements The solution must be implemented in compliance with the detailed KRA Application Security requirements (Annex I) and API Security requirements (Annex II). The detailed requirements will form part of the Information Security testcases	There are detail list of security requirement the Annex I and Annex II. Does Bidder need to reponse each security item in our proposal now or bidder commit only to meet the full requirement in Annex I & II.	The bidder is expected to commit to meeting at a minimum, all security requirements specified in Annex I(API Security Requirements) and Annex II(Application Security Requirements).

92	LOT-1-CATEGORY-3---Digital-Shipment-Solution	11 GS1 Digital Signature Compliance Implementation of GS1 Digital Signature standards for cryptographic verification of product identities and supply chain documentation.	As the functional requirement , the solution need only to obain the product information from GS1 QR code to check the consistance between information from GS1 and provided by trader. But as the description, the solution need to provide the feature to management the GS1 digital signature. Can you please explain more detail for the requirement?	The vendor should ensure the digital signatures prove that products and related documents are genuine and secure throughout the supply chain.
93	LOT-1-CATEGORY-2---Enterprise-Document-Management-System	The system must provide OCR and automated metadata extraction... AI based intelligent document classification.	Regarding "AI based intelligent document classification," will KRA provide labeled/tagged historical datasets to the vendor for the purpose of training the AI models during the implementation phase?	KRA holds a large volume of historical documents across multiple business domains; however, these records are not consistently labeled or tagged in a form that is directly usable for AI model training. The successful bidder shall therefore be responsible for providing an AI-enabled document classification solution that includes: Tools and methodologies for data discovery, labeling, and annotation Support for semi-supervised and human-in-the-loop training Use of pre-trained models and domain adaptation techniques KRA will provide access to representative document samples and subject-matter expertise to validate and participate in the training process, but the preparation, labeling, and model training shall form part of the vendor's scope during the implementation phase.
94	LOT-1-CATEGORY-2--Unified-Portal-and-Customer-Relationship-Management-System	Integration with WhatsApp Business Platform... SMS gateways	Regarding the integration with "WhatsApp Business Platform" and SMS, are the recurring consumption costs (e.g., WhatsApp conversation fees, SMS carrier charges) to be paid directly by KRA, or must these costs be included in the bidder's financial proposal?	The recurring consumption costs for both SMS and WhatsApp will be paid directly by KRA hence should not be included in the bidder's proposal.
95	LOT-1-CATEGORY-2--Unified-Portal-and-Customer-Relationship-Management-System	Electronic Queue Management System	Is the scope for the "Electronic Queue Management System" limited to software only, or is the bidder expected to supply related hardware (e.g., Kiosks, Counter Displays, call pad, feedback unit)? If hardware is required, please provide a Schedule of	The scope of the Electronic Queue Management System consists Software and related hardware. Find attached a Schedule of Requirements with the expected Quanities.
96	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	The system shall generate client billings for work orders..	Regarding "generate client billings," is the LIMS expected to act as the primary invoicing system, or should it calculate charges and push the data to the ERP/iTax system for official invoice generation?	**Repeated. Please refer question & response under no. 151**
97	LOT-1-CATEGORY-2---Enterprise-Document-Management-System	The system should support bulk digitization of physical documents	Regarding "bulk digitization of physical documents," does this refer only to the software capability? Or is the vendor also expected to provide the physical scanning services (manpower and scanners) for back-office records?	Bulk digitization of physical documents includes both the software capability and the provision of digitization services. KRA currently does not have sufficient high-volume digitization infrastructure to support enterprise-scale scanning. The successful bidder will therefore be required to provide, as part of the implementation: High-volume and production-grade scanners Capture and indexing workstations OCR and ICR software Trained scanning and indexing personnel Temporary digitization facilities where required The exact scope, volumes, locations and duration of digitization services will be determined during the Data Discovery and Migration Planning Phase and documented in the approved Digitization & Migration Workplan. Bidders must therefore provide unit-based and scalable pricing (e.g., per page, per document, per TB, per workstation, per operator) to allow KRA to scale the digitization effort in phases without changes to the quoted unit prices.
98	LOT-1-CATEGORY-2--Unified-Portal-and-Customer-Relationship-Management-System	Sentiment analysis: generate reports of mentions i.e positive, negative or neutral.	Given that social media conversations in Kenya often involve code-switching (English, Kiswahili), is the "Sentiment Analysis" engine required to natively support and accurately analyze these mixed-language interactions?	Yes, the Sentiment analysis should have a AI/Machine learning engine that learns the various "nuances" or "Kenyan Language variationsion over a period of time. It Is therefore expected to correctly analyse the conversation context and categorize the sentiments appropriately. Therefore the native support for code-switching between English and Kiswahili is highly recommended and should be considered a critical requirement for the sentiment analysis engine, given the unique linguistic landscape of Kenyan social media. This will ensure accuracy & completeness of the sentiment scores. The sentiment analysis tool should not miss out on: * Critical sentiment indicators embedded in code-switched phrases *Fail to detect sarcasm, humor, or criticism expressed through language mixing *Potentially misclassify neutral or positive sentiments as negative (or vice versa)

99	LOT-1-CATEGORY-2--Unified-Portal-and-Customer-Relationship-Management-System	Generative/Agentic AI Bot... return a response appropriate to the query.	Regarding the "Generative/Agentic AI Bot," what are KRA's expectations regarding liability for potential AI "hallucinations" (incorrect tax advice)? Is the vendor required to implement specific legal guardrails or disclaimers within the bot's workflow?	KRA has considered the possibility of BOT Hallucinations and expects the vendor to implement detailed AI learning through comprehensive tax & Customs laws, regulations, procedure manuals and any other tax related legal instruments.

Disclaimers are also expected to be implemented as part of the Bot workflows. |
| 100 | LOT-1-CATEGORY-2---Enterprise-Document-Management-System | The system must provide OCR and automated metadata extraction for digitized documents. | Regarding the OCR functionality, is the system required to support languages other than English (e.g., Kiswahili)? Furthermore, for the digitization of historical records, is the OCR engine required to support Intelligent Character Recognition (ICR) for handwritten text, or is the scope limited to printed text only? | The DMS shall provide OCR capabilities that support both English and Kiswahili as a minimum. The solution should also be capable of supporting additional languages in future as required by KRA.

For digitization of historical and legacy records, the OCR engine shall support machine-printed text as a mandatory requirement. Support for handwritten text recognition (ICR/HTR) is considered a value-added capability and bidders are encouraged to propose it where available, particularly for high-value or regulatory documents.

The final scope and prioritization of OCR and ICR usage will be confirmed during the data discovery and BRD phase, based on document types, volumes, and business criticality. |
| 101 | LOT-1-CATEGORY-2---Enterprise-Document-Management-System | The system must support up to 10,000 concurrent users across all departments without performance degradation. | Total Internal Users: The total number of KRA staff ("Named Users") who will require access to the system. Would KRA consider to purchase same number of user license? | The requirement for up to 10,000 concurrent users refers to system performance and capacity, not to the number of licenses to be procured.

KRA will procure licenses based on named internal users who require access to the system. The exact number of named users will be finalized during the BRD and rollout planning phase and may be implemented in phases.

The DMS must therefore:

Be architected and licensed in a manner that allows scaling up to enterprise-wide usage without system redesign

Support high concurrent access during peak operational periods across all departments.Bidders shall provide a detailed, itemized licensing schedule for the DMS, clearly distinguishing between different user and system license types, including but not limited to:
System / Platform licenses
-Administrator licenses
-Power / Super user licenses
-Standard end-user licenses
-Read-only or occasional user licenses
-Workflow / process licenses (where applicable)
-Integration / API licenses
-OCR, AI, and analytics modules

Each license category shall be priced on a unit basis (e.g., per user, per module, per CPU, per volume, or per transaction, as applicable).
KRA shall procure and activate licenses progressively, in line with the approved rollout plan and user onboarding, up to the system's designed capacity of 10,000 concurrent users.
The pricing model shall allow KRA to scale usage without requiring renegotiation of license terms or system redesign. |
| 102 | LOT-1-CATEGORY-2---Laboratory-Information-Management-System | The system shall support compliance with GLP, including with ISO 17025:2017 | Regarding the requirement for GLP and ISO 17025:2017 compliance: Is the KRA Laboratory currently accredited, or is it in the process of seeking accreditation?
If in process, is the vendor expected to provide System Validation Services (IQ/OQ/PQ) and consultancy to assist KRA in meeting the software-related audit requirements of ISO 17025? | The KRA Laboratory is ISO 17025:2017 Accredited |
| 103 | LOT-1-CATEGORY-2---Laboratory-Information-Management-System | The system shall enable capture, storage, viewing and editing of documents, including standard operating procedures, certificate of analysis, logbooks, and test sheets. The system shall maintain customer records, and manage enquiries and track actions taken towards resolution of complaints.

The system shall allow customer to retrieve analytical reports | The LIMS RFP mentions requirements for Document Management and Customer Relationship Management capabilities. Given that KRA has released separate tenders for an Enterprise Document Management System (EDMS) and a Corporate CRM:

1. Document Management: Should the LIMS be limited to generating and managing "active" test reports, with the final finalized documents being pushed via API to the Enterprise EDMS for long-term archival and centralization?

2. CRM: Should the LIMS "Customer Management" scope be limited to a "Sample Submission Portal"? Is it expected that the LIMS will integrate with the Corporate CRM for unified stakeholder notifications and interactions, rather than duplicating CRM functionalities? | LIMS should be limited to generating and managing active test reportswith the final document pushed Via API to the Enterprise EDMS for lomg term archival.LIMS Should also intergrate with the corporate CRM. |

#	Category	Requirement	Clarification Question	Response
104	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	The system shall be able to import an EXCEL, ASCII or other data file, convert, and store the data in the database	1. Use Case: Is this functionality primarily intended for "Bulk Sample Registration" (importing administrative data from Excel templates) or for "Instrument Data Parsing" (extracting test results from unstructured ASCII files generated by instruments)? 2. Scope of Formats: Regarding "other data file," please specify the list of required standard formats (e.g., XML, CSV, JSON). Is the parsing of proprietary binary formats excluded from the scope? 3. Transformation Logic: Does the term "convert" imply simple format mapping, or does it require complex ETL (Extract, Transform, Load) logic such as automatic unit conversion or data cleansing/validation during import?	The functionality is intended primarily for Bulk sample registration.Scope XML,CSV,JSON.The term convert implies simple format.
105	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Collect and curate a diverse dataset of images relevant to the project. Annotate images with labels for supervised learning tasks.	Will KRA labeled historical X-ray scanning image datasets for AI model training? What are the dataset specifications: format (DICOM, PNG, JPEG), resolution, bit depth, and annotation schema?	KRA holds historical X-ray scanner images generated during its operations. Availability, formats, resolution and labelling status vary by scanner type and location. The proposed solution must be a fully developed AI/ML system capable of ingesting and utilizing such datasets without requiring core model development. Any additional data preparation shall be limited to configuration and operational use of the existing system.
106	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Perform data preprocessing tasks such as image resizing, normalization, and augmentation.	What is the volume of historical X-ray images available? How many images per category (contraband types, normal cargo, etc.)? What is the current annotation quality and completeness?	The average number of X-ray images generated is approximately **1 (one) million** per year. Existing annotations vary in completeness. The proposed solution must be a mature, operational AI/ML platform with built-in capabilities for handling varying data volumes and annotation quality without requiring algorithm development.
107	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Integration with KRA systems including the Scanning Systems, Customs, PGA systems, Regional Systems.	What are the technical specifications of current X-ray scanners: manufacturer, model, image output format, resolution (DPI), color depth, and real-time streaming capabilities?	KRA operates multiple X-ray scanner models. The proposed solution must already support integration with heterogeneous scanner environments using standard interfaces. Detailed scanner parameters will be used solely for deployment configuration purposes.
108	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Integration with existing customs IT systems and other government agencies databases.	What are the API specifications for existing KRA systems? Please provide API documentation, data schemas, authentication methods, and rate limits for customs declaration system, risk management system, and RECTS.	KRA systems expose secured APIs and messaging interfaces. The proposed AI/ML system must be fully developed with existing API-based integration capabilities and configurable connectors to external systems, without requiring redevelopment of core components.
109	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	High-performance computing capabilities to ensure real-time or near real-time processing.	What are the specific performance requirements: maximum image processing time per scan, concurrent processing capacity, and throughput requirements (images per hour/day)?	The proposed solution must be an operational, enterprise-grade AI/ML system already proven to handle high image volumes with near-real-time and batch processing performance. Performance will be validated based on existing system capabilities.
110	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Show integrated annotation, user feedback loop and export of outputs for algorithm re-training.	What are the minimum accuracy requirements for AI models: precision, recall, F1-score, and false positive/negative rates for different contraband categories?	The proposed system must already support standard AI performance metrics including precision, recall, F1-score and false positive/negative rates. Accuracy evaluation will be based on existing model performance within the deployed system.
111	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Select appropriate AI and ML algorithms for image analysis tasks (convolutional neural networks, object detection models).	Are there preferred AI/ML frameworks or restrictions? What are the requirements for model interpretability and explainability (LIME, SHAP, attention maps)?	There are no restrictions on frameworks provided the solution is a fully developed and tested AI/ML product. The system must already include explainability and interpretability features as part of its standard functionality.
112	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Detect and flag contraband, prohibited items, mis-declaration, and concealment.	What is the comprehensive list of contraband and prohibited items to detect? Please provide detailed specifications including size ranges, material properties, and typical concealment methods.	Contraband and prohibited items are defined by Kenyan law, WCO instruments and KRA operational priorities. The proposed solution must already support configurable rule sets and detection libraries without requiring new model development.
113	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Ability to ingest and process data from multiple sources (X-ray cargo scanner, cargo monitoring, invoice data).	What are the data formats and schemas for integration: customs declarations (XML/JSON schema), shipping manifests format, invoice OCR requirements, and real-time data streaming protocols?	The proposed system must already support standard industry data formats such as XML, JSON and common image formats, with built-in ingestion and processing capabilities.
114	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Solutions should be scalable to handle increasing volumes of data and transactions.	What are the infrastructure requirements: preferred cloud platform (AWS/Azure/GCP), on-premises constraints, GPU specifications (CUDA cores, VRAM), and network bandwidth requirements?	The proposed solution must be deployable on on-premises, cloud or hybrid environments as a ready-made platform, with predefined infrastructure requirements aligned to enterprise ICT environments.
115	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Demonstrate at least 5 multiple algorithms for identifying mis-declaration and fraud.	What constitutes "5 different algorithms"? Should these be different model architectures (CNN, YOLO, R-CNN), different detection approaches, or different preprocessing techniques?	The requirement refers to multiple analytical capabilities already embedded within the proposed AI/ML system. These may include different detection and analysis techniques available out-of-the-box.
116	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Classification of goods upon automated analysis of x-ray scanner image.	What is the required granularity for goods classification? Should it align with HS codes, custom KRA categories, or specific material types (organic, inorganic, metals, liquids)?	The proposed solution must already support automated goods classification aligned to customs operational needs, including HS-level and material-based categorization.

117	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Analysis of scanned or uploaded documents such as invoices through Optical Character Recognition.	What are the OCR requirements: supported languages (English, Swahili, Arabic), document types, handwritten text support, and accuracy thresholds for text extraction?	The proposed system must include an existing OCR module capable of processing common trade documents and relevant languages without additional development.
118	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Compare images from different ports/release stations and detect mismatches.	What are the technical requirements for image comparison: similarity thresholds, feature matching algorithms, and acceptable variance levels for container/cargo matching across locations?	The proposed solution must already support automated image comparison and matching capabilities as part of its standard feature set.
119	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	System will accumulate data, annotate, augment, and enable algorithms development, AI model training, testing, validation and deployment.	What are the MLOps requirements: model versioning, A/B testing capabilities, automated retraining triggers, and model deployment pipeline specifications?	The proposed solution must be a mature AI/ML platform with built-in lifecycle management features including versioning, monitoring and controlled model updates.
120	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	All data, both at rest and in transit, must be encrypted using industry-standard encryption algorithms.	What are the specific encryption requirements: algorithms (AES-256, RSA), key management systems, certificate authorities, and compliance standards (FIPS 140-2)?	The proposed system must already comply with government ICT security requirements, including encryption of data at rest and in transit using industry standards.
121	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	The efficiency and speed at which the AI/ML solution can process and analyze large volumes of data.	What are the specific latency requirements: maximum processing time per image, batch processing capabilities, and real-time streaming requirements for live scanner feeds?	The proposed solution must already demonstrate low-latency, high-throughput processing suitable for operational deployment.
122	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Demonstrate robustness of collecting data using OCR from scanned documents and handwritten documents.	What are the data quality requirements: minimum OCR accuracy rates, error handling for corrupted images, and data validation rules for extracted information?	The proposed system must include built-in data validation, quality control and error-handling mechanisms as standard functionality.
123	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Automated identification, examination and analysis of trader and risk transactions.	What are the risk scoring algorithm requirements: input features, scoring ranges, risk thresholds, and integration with existing risk management systems?	The proposed solution must already support risk scoring and predictive analytics using configurable parameters aligned to customs operations.
124	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Use of standard APIs and protocols for communication and data exchange.	What are the API standards and protocols required: REST/GraphQL specifications, authentication methods (OAuth 2.0, JWT), data exchange formats, and rate limiting requirements?	The proposed system must already support open, industry-standard APIs and secure integration mechanisms.
125	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Demonstrate at least 5 multiple algorithms for identifying smuggling and contrabands in a scanned container/cargo.	What are the technical specifications for contraband detection: minimum object size detection, overlapping object separation, density analysis requirements, and 3D reconstruction capabilities?	The proposed solution must be a fully developed and operational AI/ML system with existing capabilities for contraband and smuggling detection, including object separation and density analysis, demonstrated during deployment.
126	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Data should be compliant with WCO and WTO standards.	What are the specific WCO and WTO data standards: data classification schemas, reporting formats, international data exchange protocols, and compliance validation requirements?	1. Data Classification - Solution should be able to Adapt and implement the WCO Data Model (universal definitions), HS Codes (6-digit product identifiers), and WTO Schedules (tariff commitments linked to those codes).

2. Reporting Formats - Solution should be able to Adapt and implement legacy UN/EDIFACT/XML for bulk shipping, XML for government declarations, or modern JSON/OpenAPI for real-time e-commerce APIs.

3. Exchange Protocols - Solution should be able to Adapt and implement The legal and technical rules for sharing i.e WTO TFA Article 10.3 mandates international standards, Single Window allows one-time submission to a portal, and the WCO Interconnectivity Framework provides secure "Push/Pull" data sharing via protocols like AS4.

4. Compliance Validation - - Solution should be able to Adapt and implement the Three levels of conformity checking: using correct terminology (Dictionary), proper data organization (Structure), and standardized codes like ISO currency/measurement units (Code). |
127	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Implement APIs and interfaces for seamless interaction with other systems and applications.	What are the system integration requirements: database schemas, message queuing systems, event-driven architecture, and microservices specifications?	The proposed solution must be a ready-made AI/ML platform with existing, well-defined integration interfaces. Only deployment configuration and system interfacing will be undertaken.
128	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	Interactive dashboards showing trends over time, predictive analysis, and secure reports.	What are the dashboard technical requirements: real-time data visualization, supported chart types, export formats, mobile responsiveness, and user interface frameworks?	The proposed solution must already provide configurable dashboards with real-time and historical analytics as part of its standard offering.
129	LOT-1-CATEGORY-3---Image-Analysis-using-AI-and-ML	The system must have continuous monitoring capabilities to detect and respond to security threats in real-time.	What are the monitoring and logging requirements: metrics collection, alerting thresholds, log aggregation systems, SIEM integration, and performance monitoring tools?	There are no restrictions on frameworks provided that the solution provides a monitoring framework to detect adversarial attacks, model degradation, data breaches, and operational issues in real-time while maintaining privacy compliance.

130	LOT-1-CATEGORY-3---Data-Analytics-Centre-of-Excellence	5.4 Data Analytics Platform Layers Specifications	In 5.3 scope of the work the platform is classified into 5 layers from a) to e). But in 5.4, there are only specification for layer a) and b). It seems that from num 8 to 12 under b) are acctually the content for layer c) to e). Just want to confirm the content for each part and avoid points missing.	Section 5 defines the unified data analytics and AI platform architecture as comprising five (5) interlinked layers (a–e) oulines in Section 5.3. The detailed specifications for these layers are provided collectively across Sections 5.4: 5.4(a) details Layer (a) – Analytical Layer 5.4(b) details Layer (b) – Applications Layer 5.4 no. 8 details Layer (c) – Data Processing Components 5.4 no. 9 details Layer (d) – Data Layer (Storage & Lakehouse) 5.4 no. 10 and 11 details Layer (e) – Data Collection & Integration
131	LOT-1-CATEGORY-3---Data-Analytics-Centre-of-Excellence	System identifies non-filers, nil-filers, late filers using ML and data crossmatching (banks, customs, telecom, POS, e-invoicing). Must track trends over time and automatically flag risk.	Are banks data and telecom data of taxpayers allowed to be integrated into KRA Systems? If yes, please provide more details of these two types of data.	The system should provide capability to identify nil filers and non filers from various data sources to be integrated with KRA systems.
132	LOT-1-CATEGORY-3---Data-Analytics-Centre-of-Excellence	POS/e-invoice/sales receipt totals reconciled with tax filings. Must detect suppression, split transactions, ghost transactions.	Please explain "ghost transaction".	A ghost transaction refers to unreported taxable transactions identified through reconciliation of transactional systems (POS, e-invoicing, receipts, payment data) against declared tax filings, resulting in detected turnover understatement.
133	LOT-1-CATEGORY-3---Data-Analytics-Centre-of-Excellence	Demonstrate experience through previous execution of preferably three (3) projects in deployment of a big data platform of similar magnitude within the last five (7) years.	Please confirm it is five years or seven years.	Five years
134	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2026	The Bidder may associate with other firms in the form of a consortium provided that only one proposal would be submitted by the Consortium and that a lead bidder will be identified from the consortium members and for the purposes of the proposal shall be the point of contact for the Procuring Entity.	What is the mandatory criteria for other bidders within consortium?	Refer to page 33-34 of the RFP Document and the addendum to this requirement
135	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2026	Manufacturer Authorization/Original Equipment Manufacturer(OEM) should be provided for all proposed solutions where applicable	Is there any requirement for these manufacturer we used?	Unless you are a manufacturer, other bidders are required to provide Manufacturer Authorization/Original Equipment Manufacturer(OEM)
136	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2026	The Bidder's financial Capacity will be Evaluated based on the following financial Health Assessment parameters; i. Average Annual Turnover ii. Financial Stability Assessment	For consortium, are these two criterias applicable to all team members within consortium?	Refer to page 33-34 of the RFP Document and the addendum to this requirement
137	LOT-1-CATEGORY-3---Data-Analytics-Centre-of-Excellence	The CoE TOR indicates the implementation will follow a phased, iterative approach over 18 months but it does not state the specific project start / commencement date (e.g., "X days after contract award / notification"). The RFP also asks bidders to submit a Work Plan in the Technical Proposal.	What is the expected timeline for the project to start for Data Analytics COE ?	The start date will be agreed during the contract negotiation.

138	LOT-1-CATEGORY-3---Data-Analytics-Centre-of-Excellence	The TOR states augmented experts are expected to work hands-on with KRA teams to operationalize analytics into day-to-day processes. It also requires the vendor to integrate the proposed specialists within KRA teams to provide hands-on technical support. However, the TOR text shown does not specify the engagement duration per role (e.g., months per expert) and does not explicitly confirm if remote/hybrid is acceptable—hence the need for clarification against this "embedded / hands-on / within KRA teams" requirement.	What is the expected engagement duration for each expert role ?can these roles work remote or hybrid ?	The project duration is 18 months, during which the contractor must ensure the continuous availability of all aforementioned experts based on the project milestones. Bidders are required to submit a proposed workplan that aligns to the proposed methodology and expert timelines with specific project milestones. While hybrid working is permitted, the specific modalities of this arrangement will be finalized during negotiations prior to the contract award.
139	LOT-1-CATEGORY-3---Data-Analytics-Centre-of-Excellence	The CoE TOR includes requirements for GenAI chatbots: one for KRA internal users (~10,000) and one public-facing (~25 million). The Unified Portal & CRM TOR also expects an AI-powered / Generative AI bot as part of the overall solution capabilities. However, the documents (as written) provide user population context, but do not clearly specify "peak concurrent / simultaneous users" (concurrency sizing), which is what this clarification is requesting.	What is the expected number of simultaneous chatbot users (internal and external) at peak load?	Expected peak concurrent internal users: 5,000 simultaneous users Expected peak concurrent public users: 100,000 simultaneous users
140	LOT-1-CATEGORY-3---Data-Analytics-Centre-of-Excellence	The CoE TOR requires a platform capable of real-time and batch data processing and built around a centralized data lakehouse integrating diverse sources. It also expects event-driven architecture for immediate response to critical events/anomalies. Separately, the Core Network TOR anticipates significant analytics load (core throughput upgrades to 25/40/100G). But the tender does not state explicit sizing numbers (e.g., TB/PB of storage, EPS for streaming), which is why you're requesting a clarification for data volume + events/sec.	What is the expected data volume (in TB/PB) and real-time streaming transaction volume (events per second) to be supported?	Bidders are expected to propose a scalable and modular architecture to support analytics workloads. The solution shall align with industry best practices and scale horizontally to accommodate increasing data volumes and throughput.
141	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	LIMS shall be COTS, configurable, modular, scalable	Kindly confirm whether addition of functions is acceptable at configuration level and not architecture level	COTS,Configuration level
142	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Capability to meet current and future needs	Please confirm expected growth in sample volume and number of users over the next 5 years for scalability planning.	Current annual sample volume is 1,300 expected to reach sample voume of 2000 in fives years. Current expected users is 17 and will grow to 30 in five years.
143	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Unique sample identification	Should the sample ID format follow an existing KRA numbering standard or can the LIMS generate its own format?	Format will follow an existing KRA-Inspection & Testing Centre format.
144	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Barcode labeling	Please confirm preferred barcode standard (Code 128, QR, etc.) and label printer availability.	QR,with label printer availability
145	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Transmission of sample requests	Will KRA provide secure VPN or API endpoints for remote sample request submissions?	VPN and API should be integrated to the LIMS

146	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Instrument data entry	Please provide a list of laboratory instruments (make, model, interface type) for integration assessment.	Balance Shimadzu AWU 220 UNI BLOCK,Gas Chromatography/Mass Spectrophotometer Perkin Elmer clarus 680,Bruker alpha 11 FTIR, Shimadzu HPLC 2010 System,Anton Paar Saccharimetre MCP 5500 Sucromat,Anton Paar Density meter DMA4500M,Sigma T702D Automatic Force Tensiometer,Microscope WILL Stereomicroscope VB 365,Nanoram handheld Raman Spectrometre,Behrost Kjeldhal digestion system,GBC Savantaa AAS System ,Cecil CE9500 UV/VIS Spectrophotometer ,Optical Emission Spectrophotometer(OES).Among others. ,
147	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Data archiving and backup	What is the regulatory data retention period for laboratory data?	7 Years as per KRA policy on data rentetion
148	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Quality control management	Are QC limits predefined by KRA or expected to be configured by laboratory administrators?	The QC Limits will be Configured by laboratory administrators
149	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Billing for laboratory services	Please clarify whether billing only services related to lab or involves external invoicing and payments.	Billing will only be For related laboratory services
150	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Web-based and remote access	Will remote access be restricted to KRA internal networks or allowed over secure internet access?	remote acces will be allowed over secure internet access
151	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	System integration via APIs	Is API gateway or centralized IAM provided by KRA for OAuth/JWT authentication?	System intergration will be via API gateway
152	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Document Management	Please confirm the maximum allowed file size, retention period and other applicable specifications	The maximum allowed File size is 500MB,retention period is 7 years,
153	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Customer relationship management	Should external users have direct access to download reports from the LIMS portal	No external users should not have direct access to download reports from the LIMS portal
154	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Concurrent users	Kindly confirm the estimated number of concurrent users for licensing and sizing purposes.	30 Concurrent users
155	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	On-premise implementation	Is virtualization (VMware/Hyper-V) acceptable for deployment?	YES-Virtualization is acceptable for deployment
156	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	System flexibility	Will vendor intervention to perform or assist with workflow configuration changes be required	Vendor intervention to perform or assist with workflow configuration changes will be required
157	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	3-year technical support	Does 24/7 support include on-site support or remote support only?	The 24/7 includes on-site support
158	LOT-1-CATEGORY-2---Laboratory-Information-Management-System	Log forwarding to SIEM	Please confirm the SIEM platform and required log format.	KRA has deployed an enterprise SIEM solution that accepts multiple log sources in different formats incliding but not limited to syslog,file based,database query etc.
159	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	Training and Knowledge Transfer	Regarding the requirement for offsite training, please clarify if "offsite" implies a location outside of KRA premises but within Kenya, or if the training is mandated to be conducted outside of Kenya?	Offsite refers to a training location outside KRA premises. The training can be conducted in Kenya or outside Kenya at OEM accredited training centers. For all trainings options, bidder to ensure that conferencing, transport and accomodation costs are included in the financial proposal where applicable
160	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	SUPPLY, DELIVERY AND INSTALLATION OF A UNIFIED BLOCK AND FILE STORAGE SYSTEM	To ensure the proposed unified storage system meets KRA's performance expectations for high transaction throughput, please provide the minimum required IOPS (at a specific block size , Read/Write Ration and the minimum Throughput (MB/s or GB/s).	The minimum IOPS required are at least 750K with block sizes in the range of 8K-16K and a Read/Write Ratio of 70/30, and throughput of at least 12GB/s
161	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	SUPPLY, DELIVERY AND INSTALLATION OF A UNIFIED BLOCK AND FILE STORAGE SYSTEM	Will KRA accept a storage solution that meets or exceeds all performance and throughput benchmarks through innovative architecture, even if the internal processor and memory specifications differ from the baseline suggested in the document?	KRA will accept a mature and international storage solution that meets and exceeds all performance and throughput benchmarks. In order to guarantee the most basic performance requirements the storage solution must be configured with at least 2 x Intel Xeon Scalable processors with at least 24 cores per processor and at least 256GB of RAM
162	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	SUPPLY, DELIVERY AND INSTALLATION OF A HIGH PERFORMANCE SCALE OUT OBJECT STORAGE	Please provide the minimum required throughput for the Object Storage system. Additionally, will a proposal be considered technically responsive if it meets these performance targets using a different memory and processor configuration than what is outlined?	KRA will accept a mature and international storage solution that meets and exceeds all performance and throughput benchmarks. In order to guarantee the most basic performance requirements the storage solution must be configured with at least 1 x 3rd Gen Intel Xeon Scalable processors with at least 12 cores per processor per blade, node or sled and at least 128GB of RAM per blade node or sled
163	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	SUPPLY, DELIVERY AND INSTALLATION OF SOFTWARE LICENSES	To Ensure the Operating system version is not EOL/EOSL, Kindly clarify the specific Red Hat Enterprise Linux (RHEL) version required (Version 8, 9 or 10)	Minimum RHEL OS Required is RHEL 10
164	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	SUPPLY, DELIVERY AND INSTALLATION OF SOFTWARE LICENSES	Regarding the Microsoft Windows Server licenses, please confirm the required version and Edition ?	Minimum Windows OS required in Windows Server 2025 Standard Edition
165	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Coordination of user training.	Please provide more details on the training requirement expectation from the bidder for better responding training requirements.	The vendor shall facilitate comprehensive training as part of change management, covering both IT technical users and business users. This shall include Training of Trainers (ToT) for business users to enable internal knowledge transfer, as well as technical training for IT staff on DTAS technical aspects such as DTAS configuration, administration, and support.

#	Category	Requirement	Bidder Query	KRA Response
166	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Collaborate with KRA for knowledge transfer and co-creation with the KRA team to enhance the Authority's capacity.	We understand that co-creation requirement refers the joint development between bidder and KRA. Please confirm the understanding or provide more details if understanding is not correct. We have following questions if understanding is correct: 1) Will KRA provide the development environment which will be managed by KRA only and access of the same be provided to bidder through VPN? 2) We understand that development environment along with the version control (SVN / GIT) will be managed by KRA only. 3) Please list the high level activities in which KRA team will be working with bidder team. 4) We assume that KRA will appoint a SPOC who will manage all the work items assigned to KRA. Please confirm.	The understanding is correct. KRA envisions a vendor-led solution development with adequate knowledge transfer to the various KRA technology and business teams. This is to allow proper support, maintenance, and enhancements post hand-over. The solutions will be configurable with rules-based engines to achieve changing organizational objectives. The vendor is required to provide an end-to-end automated DevOps pipeline covering development, Testing (Functional, Non-functional including performance, security), deployment. 1) KRA will provide and manage the development environment, and access to the same will be provided to the bidder in a manner to be agreed upon 2) KRA will manage the development environment, along with the version control (SVN / GIT) 3) Please list the high-level activities in which the KRA team will be working with the bidder team - this will be agreed upon in the project inception phase 4) We assume that KRA will appoint a SPOC who will manage all the work items assigned to KRA. Please confirm - this will be part of the project management execution
167	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Technical documentation	What all documents are covered under this category as design document is already covered as separate deliverables.	Technical documentation such as Enterprise Architecture document, Data flow and process flow diagrams (Sequence diagrams), Data Models, Business Requirements, Requirements Traceability Matrix, Unit test cases, Automated Test Scripts and Automated Delivery
168	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Implement Knowledge Transfer	We understand that knowledge transfer will be limited to DTAS application only. Please confirm the understanding or provide more details if understanding is not correct.	Knowledge transfer will cover the application and all the associated software, tools, and utilities used for the delivery of the solution
169	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Implemented DTAS with source code handover.	We have a comprehensive tax solution, where we hold the IPR and Source Code. We intend to use the same product for KRA to be able to bring in best practices, latest technologies and modern architecture. As part of KRA requirements, all source code of development required to be done on top of our pre-existing solution will be handed over to KRA including IPR. The IPR and source code of our pre-existing solution will remain with us. Please confirm if this arrangement is agreeable to KRA. This is also in line with industry standards.	Provided that bidders commit to upgrading the comprehensive tax solution at the request of KRA, at no additional cost to meet security and compliance requirements, and emerging technologies
170	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Configuration & Change Management Plan	Please provide high level expectation from Configuration Plan for better responding to the requirement.	The Configuration & Change Management Plan should outline the approach, governance, and controls for managing system configurations and changes, including version control, change approval workflows, impact assessment, testing, deployment, rollback procedures, and roles and responsibilities, aligned to industry best practices and KRA's change governance framework..
171	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Staffing Requirements – required to successfully and independently maintain the system	We understand that Staffing Requirements refers in this requirement will be of KRA for DTAS project. Please confirm.	Agreed
172	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Test Reports for each phase (interim reports are expected throughout testing process of each phase).	Please provide the expectation of Test Reports deliverable.	The test report will be applicable during the development and maintenance period
173	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Defect Reports	We understand that defect report is applicable for the support period only. Please confirm.	The defect report will be applicable during the development and maintenance period
174	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	The vendor is expected to complete the assignment in a maximum period of eighteen (18) months.	We understand that bidder will be able to propose the plan for less than 18 months as well and remaining months will be added in the warranty period. Please confirm the understanding or provide more details on remaining duration if total implementation duration is less than 18 months.	The implementation period shall be up to a maximum of 18 months. The 12-month warranty period shall commence upon go-live of each implemented functionality, whether delivered in phases (shall be counted separately from the go-live date for each functionality) or as a complete solution. Any unused implementation time shall not extend the warranty period. The 36-month maintenance and support period shall commence after the warranty period for the qualifying functionalities whose warranty period has ended.
175	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Bids MUST meet all mandatory (MUST) requirements in the Tables below in order to be considered for further evaluation. Bidders who do not comply with any of the below requirements will NOT be considered for further evaluation	We understand that bidder can provide the commitment to mandatory requirements which will be implemented during the implementation phase. Please confirm.	Mandatory (MUST) requirements require a clear and explicit commitment at the bid stage. While implementation may occur during the project phase, failure to demonstrate compliance or commitment to any mandatory requirement will render the bid non-responsive.

176	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	The vendor's proposed solution should be implemented and operational in at least two (2) tax administrations including one in Africa.	We understand that KRA will consider all the proposed solutions if bidder has multiple tax solutions (Legacy and Enhanced).	We will consider all relevant solutions proposed by the bidder, including legacy and enhanced platforms, provided that the bidder clearly demonstrates experience and compliance with the stated requirements. Each proposed solution must be supported by verifiable client references, meet the experience criteria specified, and demonstrate that the solution is implemented and operational in at least two (2) tax administrations, including one in Africa, as required.
177	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	The project summary should include at a minimum the following: ☐ Client Name ☐ Project Overview ☐ Contract Value ☐ Start and End Dates ☐ Confirmation of Project Completion ☐ Services Provided ☐ Primary Deliverables ☐ Technologies and platforms involved	We recommend to remove the "Contract Value" requirement as the same may be confidential.	We note the concern; however, Contract Value remains a mandatory requirement for the project summary. Bidders are required to provide this information as part of the evaluation of comparable experience.
178	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Certifications in Different Roles (PM, SDL, TL, etc.)	We request that certification should not be mandatory requirement. Instead, some key roles should have tax projects experience which will bring more value to engagement and KRA. Specifically, more wightage should be given to profiles which have experience of having implemented similar engagements.	Qualifications and certifications are mandatory for the respective key roles as specified in the team composition requirements
179	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Use of emerging technologies for authentication & authorization, e.g. Digital identifier signature, Biometric (facial/fingerprint).	We request to provide exact requirement of authentication and authorization or provide exact options such as Authenticator App, OTP-based Authentication, Password-based Authentication etc.	The DTAS shall have native capability to generate and manage One-Time Passwords (OTPs). Where required, the solution shall support integration with external service providers for the delivery of OTPs via SMS, email, or authenticator applications. The architecture shall be flexible and standards-based to allow such integrations without significant system changes.
180	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	The taxpayer can submit return processing requests through various channels (web forms, offline returns, tax filing software, mobile app, USSD, system-to-system integration (APIs)), including uploading supporting documents.	Since return form has many data field, mobile app and USSD are not use-friendly channel to file the return. We request to revisit this requirement and amend it accordingly.	The requirement remains unchanged as the DTAS should have multiple and alternative channels for filing as per the requirements
181	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Ability to monitor the case resolution through a customer relationship management system	Does it mean to integrate KRA's existing CRM with target solution?	To integrate with the CRM available at the time of delivery of the DTAS
182	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Generate, view, send and reprint acknowledgements, notifications, and notices across various channels and media.	We understand that KRA expects the view, send, reprint the notices/orders/certificates on application portal. Please confirm. If there is the requirement to access these documents from other channels, we request to provide list.	This should be available across both the taxpayer and KRA staff back office portals of the DTAS
183	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	System should generate all demand notices, payment plans, enforcement activities and send them through various media (email, SMS, **social messaging apps**), including pop ups messages upon logging into the taxpayer profile.	Please elaborate the requirement of social messaging apps. Does it limited to integration with WhatsApp only?	WhatsApp is a common type of social messaging app to be considered, but the capability should exist for a variety of other social messaging platforms, which may be considered by KRA.
184	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Flexibility in applying and approval of payment plans instalments per taxpayer's ability and taxpayer **AI-based propensity-to-pay** d including specific due dates.	We request to explain the "AI-based propensity-to-pay " requirement and role of AI in payment plan and instalments.	AI-based Propensity to Pay is a compliance risk management model that uses available taxpayer data to predict and score the likelihood that a taxpayer will meet their tax obligations, thereby supporting targeted compliance and enforcement interventions for payment plans and instalments consideration.
185	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	013 - The system should enable a self-service functionality for password resets and unlocking of locked accounts	Please explain the term "self service functionality". We understand that the term self service functionality refers to the availability of functionality that allows taxpayer to complete basic reset password/unlock account. Does this need to implement any two factor authentication or third party authentication.	Self-service functionality for password resets and unlocking of accounts should be applicable to both taxpayers and other internal users, both in the front and back office profiles.

186	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	012- The system should also be able to send email or SMS notifications for configurable critical actions like role changes, password resets, and account lockouts. It should integrate with security information and event management (SIEM) tools for advanced monitoring.	We have following queries: 1) Does KRA currently have any SIEM tool or does it plan to procure any such tool? Please provide the tool name if it is already available. 2) We understand that bidder scope will be limited to the integration with SIEM tool. Please confirm.	KRA has implemented an Enterprise SIEM solution with a major SIEM product in the market. The bidder's solution should be able to integrate with the SIEM solution as part of this requirement.
187	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	022 - The system should ensure that all user management processes comply with applicable data protection regulations and internal privacy policies.	Please list the data protection regulations and rules that will be currently applicable for the DTMS application.	Apply the principles of Data Protection as stipulated in the Data Protection Act, 2019. Internal privacy policies will be part of the documentation to be provided to the bidder when executing the contract.
188	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Maintain high throughput for the expected number of transactions or requests the system can handle per unit time. The system shall support processing 1,000 transactions per second during peak hours.	We request to perform load testing of the target solution and adjust the compute in infrastructure to meet the target of 1000 transaction per second during peak hours.	The solution to be provided by the vendor should factor in auto-scaling without performance degradation. The bidder should have a reference architecture of the solution deployment that can support this requirement.
189	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Implement monitoring and, observability tools using metrics	We understand that KRA will implement the monitoring and observability tools. Bidders are expected to provide inputs on application components. Please confirm	The expectation is that the solution will be built using open telemetry standards that will allow any monitoring and observability tool to collect performance metrics
190	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Continuous monitoring of system health is essential to detect and address issues promptly. The system shall include real-time performance monitoring , observability and alerting, with thresholds defined for all critical metrics. The system should include real-time performance monitoring and logging, with alerts for any performance metrics that deviate from defined thresholds. The system should generate detailed logs and expose key performance metrics via a centralized monitoring dashboard, with alerts configured for abnormal conditions. All operational settings, such as logging levels and performance thresholds, should be configurable via external configuration files or a management interface, with changes applied dynamically.	We understand that KRA will implement the monitoring and observability tools. Bidders are expected to provide inputs on application components. Please confirm	The expectation is that the solution will be built using open telemetry standards that will allow any monitoring and observability tool to collect performance metrics
191	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Allow for acceptable response time for different operations with low latencies. The system shall return results within 200 milliseconds of all user requests. Ensure average response times for transactions are under 200 milliseconds. The system must maintain acceptable performance levels during interactions with multiple external systems. The system shall maintain response times within 200 milliseconds for API calls, even under concurrent integration loads.	We request to perform load testing of the target solution and adjust the compute in infrastructure to meet the target as system response time is dependent on infrastructure capacity after necessary round of performance tuning in applications.	The solution to be provided by the vendor should factor in auto-scaling without performance degradation. The bidder should have a reference architecture of the solution deployment that can support this requirement.
192	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	System should provide for efficient use of system resources such as CPU, memory, disk, and network bandwidth, monitors and auto-scale in response to load provided.	We understand that auto-scaling will be done by KRA through the technology like virtualization or container orchestration. Bidder's scope is limited to ensure capability of deployment of application components on multiple node/host/VM. Please confirm.	The bidder to ensure that the solution is built and deployed using cloud native technologies that allow easy deployment across multiple compute platforms and simplifies scalability

193	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	The system Should handle increased loads by scaling up (vertical scaling) or out (horizontal scaling) without performance degradation. The system shall scale to support a 10x increase in concurrent users with no more than a 20% degradation in performance. In the event of a performance degradation, the system shall recover to normal operational levels within 60 seconds.	We understand that auto-scaling will be done by KRA through the technology like virtualization or container orchestration. Bidder's scope is limited to ensure capability of deployment of application components on multiple node/host/VM. Please confirm.	The bidder to ensure that the solution is built and deployed using cloud native technologies that allow easy deployment across multiple compute platforms and simplifies scalability
194	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Bidders MUST provide a substantial response or clear commitment to meeting the requirements for all features irrespective of any attached technical documents in the table format (bidders Response) below. Use of Yes, No, tick, compliant, blank spaces etc. will be considered non-responsive.	Please confirm if bidder can provide the reference to the detail write up along with the commitment of either "Yes" or "No" instead of duplicating the response in each requirement.	Bidders may reference detailed write-ups provided elsewhere in the proposal, provided that each requirement in the table includes a substantive response or a clear and explicit commitment to comply. Responses consisting solely of "Yes/No", "compliant", ticks, or blank entries without adequate explanation or commitment will be considered non-responsive.
195	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	005 - Ability to provide One Time Password (OTP) verification via phone, email and 3rd party authenticator tools.	We understand that the procurement of any 3rd party authentication tool is in the scope of KRA. Please confirm.	The DTAS shall have native capability to generate and manage One-Time Passwords (OTPs). Where required, the solution shall support integration with external service providers for the delivery of OTPs via SMS, email, or authenticator applications. The architecture shall be flexible and standards-based to allow such integrations without significant system changes.
196	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	021 - Use of emerging technologies for authentication & authorization, e.g. Digital identifier signature, Biometric (facial/fingerprint).	We have following queries: 1) Please provide the high level features which requires authentication & authorization through Biometric for better responding this requirement. 2) Does KRA have the integrations available to verify the facial/fingerprint authentication?	The requirement is to ensure that the proposed solution is future-ready and capable of supporting emerging authentication and authorization mechanisms, including digital identity credentials and biometric methods, when such capabilities become available within the national ecosystem.
197	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	008 - The system should display relevant information as the user navigates the online return form through the provision of guiding notes, the definition of terms, and the use of tools such as chatbots.	We have following queries: 1) Please confirm if Chatbot is in the bidder scope or not? 2) If bidder is required to deliver the Chatbot, then please provide high level scope of Chatbot. 3) Does system require to offer a context-aware chatbot that understands the taxpayer's respective return form, section, and field to provide precise help?	Yes, virtual assistance is included in this requirement. The solution shall provide an embedded, context-aware virtual assistant to support taxpayers during the return filing process across supported channels. The virtual assistant shall offer guidance related to data entry, validations, and filing queries. Detailed specifications will be defined at the design and implementation stage.
198	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	013 - The system should apply the use of AI analytical tools/data analytics/robotic processes to aid in self-assessment return filing and the automated analysis of returns processed	We have following queries: 1) What is the expectation of AI assistant role in providing support to the taxpayer in real time filling of return process. e.g contextual hints, auto-complete, failed validation, voucher declaration expected and simulation of liabilities under different scenarios? Please provide some high level use cases for better responding to this requirement. 2) For automated analysis of processed returns, what patterns or outcomes should be expected here? such as under filing of return, inconsistent deductions, misclassification of details?	AI and advanced analytics capabilities shall be used to improve the accuracy, completeness, and consistency of self-assessment returns and to support automated post-filing compliance analysis, using available internal and third-party data sets. Detailed requirements will be defined before implementation.
199	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	002 - Facilitate collection of revenue in multiple currencies and provide currency converter capabilities.	We have following queries: 1) We understand that iTax application is accepting the payments in Kenyan Shillings (KSH) and U.S. Dollars (USD). Are there any other currency payment required? 2) Does bidder require to provide the multi currency support in any other module apart from Payment? If yes, please provide high level use case. 3) We understand that KRA will provide the required APIs for currency converter and bidder scope is limited to the integration. Please confirm.	This should be a configurable parameter to allow collection of revenue in multiple currencies as per the needs of KRA, hence not tied to KShs or USD only

200	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	014 - Ability to send reminders and alerts to keep KRA authorized users well-informed of the refund processing timelines specified in the tax laws through but not limited to emails, SMS and social messaging apps	We understand that social messaging apps being referred here are WhatsApp, Google Chat etc. for pushing the notification and KRA will provide required APIs to push the notifications through these apps. Bidder scope will be limited up to integration. Please confirm.	Platforms being referred to here are not limited to emails, SMS, and social messaging apps like WhatsApp. Where there is a need for further integration, DTAS should be possible to integrate with such systems already in use or to be procured by KRA.
201	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	006 - Ability to monitor the case resolution through a customer relationship management system	We assume that KRA will have their own CRM System. The bidder scope is limited to integrate the system with CRM system.	Agreed, but DTAS should have a task monitoring tool to determine at what stage a task is, and any action required, where applicable
202	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	020 - Omni-channel capability to navigate and complete workflows through various channels.	We require more details with regards to "Omni Channel Capabilities" with respect to workflows. Please elaborate.	A user should navigate a process in DTAS across various channels. For example, working on a task while on the web and needing to proceed with the mobile app or any other available channel should be possible without having to restart the process.
203	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	013 - Allow for bulk communication (SMS, email, social messaging apps) to taxpayers based on agreed criteria as per the defined configurable business rules, such as tax obligation, source of income, type of taxpayer, etc.	We understand that DTMS will be integrated with social media APIs for sending bulk communication and the procurement of any required tools/integrations is in the scope of KRA. Please confirm.	Agreed
204	LOT-1-CATEGORY-3---Domestic-Taxes-Management-System	Scores Summary Table - This specifies that Demo / Presentation will carry 30 Marks. However on the previous page, Presentation / Demo section mentions total score of 10 and 5 marks for Work Plan.	Please clarify what is the correct marking system across all parameters.	Refer to page 42 of the RFP document, which provides the scoring.
205	LOT-1-CATEGORY-2---Information-Security-Systems	DDoS : General	Does KRA has their OWN AS number for the internet link in their 3 DC's they want to implement the on-prem hardware for DDoS protection	YES
206	LOT-1-CATEGORY-2---Information-Security-Systems	DDOS: Presence of a local POP in Kenya for mitigation. The OEM must also provide proof of ownership of the local POP: i. Name and location of the data centre, ii. IPs and ASNs for the provider, iii. BGP looking glass links that show routing from the region, iv. Connection to KIXP, v. traceroute samples for the IP prefixes, vi. Collocation agreement or letter of authorization, operational start date of the POP.	The RFP mandates a local cloud DDoS scrubbing center to augment the on-prem appliance. However, effective DDoS mitigation is typically performed closer to the attack source, not limited to the destination country. Kindly confirm whether bidder can propose a globally distributed scrubbing architecture (26+ centers) to augment the proposed on-prem dedicated appliance, meeting the required business objectives, is acceptable than the mandatory in-country scrubbing center.	The proposed solution must provide capability for Cloud scrubbing, preferrably local but not limited to globally distributed scrubbing architecture centres
207	LOT-1-CATEGORY-2---Information-Security-Systems	All technology : OEM support and local presence : KRA runs mission critical services on a 24*7*365 basis. In order to guarantee availability of OEM online and onsite support on a 24*7*365 basis, OEMs for quoted products are required to have Local presence in Kenya and MUST have qualified technical staff with relevant professional training, experience and certifications in the implementation and support of the solution. Bidders MUST provide details of the Local office including location and staffing.	Considering that We will provide the complete solution, including implementation, support, and lifecycle management, and are fully qualified, OEM-authorized, and technically certified, we request clarification on the following: Is local presence of the OEM within the country a mandatory requirement for bid compliance, or can this requirement be met through the our support model, meeting your key SLA parameters	Local OEM presence is required given KRA runs mission critical systems.

208	LOT-1-CATEGORY-2---Information-Security-Systems	VAPT : Product(s) - Successful bidder MUST provide High Performance Hardware and or software Appliances, or service. Hardware Appliances MUST have: o) Redundant Power Supplies features p) Rack-mountable 42U appliance. q) High Availability (HA) feature possible for cross different data centres. r) Minimum 20 CPUs (or industry equivalent). Each CPU must have a CPU clock speed of over 2 Ghz. s) Minimum 150 GB of RAM.	Is KRA inclined toward a specific OEM or technology platform (if yes, plz share the same so that we can also build our solution accordingly), or are bidders permitted to propose alternative OEM solutions with deviations in configuration, provided that the proposed solution meets or exceeds the stated technical specifications and key business requirements?	KRA is not inclined toward a specific OEM or technology platform. Bidders may propose any solution provided it meets mandatory and technical requirements.
209	LOT-1-CATEGORY-2---Information-Security-Systems	SIEM: The Authority currently has a SIEM solution in place, supported under an existing vendor contract that is set to expire on 12th October 2026.	What is the existing SIEM technology KRA has	Part of the SPP is to modernize the current SIEM deployment and KRA is not inclined towards a specific OEM and bidders may propose any solution provided it meets mandatory and technical requirements.
210	LOT-1-CATEGORY-2---Information-Security-Systems	SIEM: general	What is the current utilization -- EPS/logs per day	The current deployment has unlimited Events per Second (EPS) and Unlimited Flows per Minute (FPM).
211	LOT-1-CATEGORY-2---Information-Security-Systems	SIEM: Integrate SIEM solution with enterprise applications and systems, such as Business applications and databases, Active Directory, PAM platforms, ticketing systems, network devices, SOAR, identity governance solutions, to streamline workflows and enhance security posture.	What are the key apps and technology OEM's which are present in KRA environment that we need to integrate with. Kindly share details like application name, OEM, version, how loga are consumed (API, syslog, etc) from these assets	KRA has deployed enterprise applications and systems from leading OEMs.
212	LOT-1-CATEGORY-2---Information-Security-Systems	SIEM: Hardware and software requirement : The proposed solution MUST be based on dedicated OEM hardware and software appliances deployed in High Availability (HA) across Data Center(s) (Primary, Secondary) The Bidder MUST provide five (5) dedicated hardware appliances for 1-console, 2-events/flows processor, 1-NDR, 1-applications host. Hardware Appliances MUST be delivered, installed and configurable in High Availability (HA). CPU - Hardware Appliances MUST have a Minimum 98 CPUs(or industry equivalent). Each CPU must have a CPU clock speed of over 2 Ghz. RAM - Hardware Appliances MUST be installed with a Minimum 150 GB of RAM at the point of delivery	Is KRA inclined toward a specific OEM or technology platform (if yes, plz share the same so that we can also build our solution accordingly), or are bidders permitted to propose alternative OEM solutions with deviations in configuration, provided that the proposed solution meets or exceeds the stated technical specifications and key business requirements?	KRA is not inclined toward a specific OEM or technology platform. Bidders may propose any solution provided it meets mandatory and technical requirements.
213	LOT-1-CATEGORY-2---Information-Security-Systems	SIEM: The solution MUST support log retention of up to 7 years with sufficient storage without disruption.	Kindly help to share the asset details, current EPS/logs per day trend to size the solution for the required log retention	KRA seeks a solution with unlimited Events per Second (EPS) and Flows Per Minute (FPM).The proposed solution must meet the mandatory technical requirements as specified under hardware requirements and licensing.
214	LOT-1-CATEGORY-2---Information-Security-Systems	SIEM: The solution MUST support log retention of up to 7 years with sufficient storage without disruption.	Does KRA expect the log retention to be bidder proposed hardware OR KRA can share external storage for the same?	KRA can share external storage. However, The proposed solution must meet the mandatory storage requirements as specified under hardware requirements and licensing.
215	LOT-1-CATEGORY-2---Information-Security-Systems	SIEM: The solution MUST expose open APIs for integration with: a) Information Technology Service Management system (ITSM) b) Identity and Access Management (IAM) c) Privileged Access Management (PAM) d) Vulnerability management e) Third-party security tools.	Kindly share the details of the OEM of the technologies with which we need to integrate with	KRA has deployed enterprise applications and systems from leading OEMs.

216	LOT-1-CATEGORY-2---Information-Security-Systems	SIEM: The solution MUST provide NDR with behavioral analytics, anomaly detection, and threat identification including lateral movement, command-and-control communication, data exfiltration, insider threats, and encrypted traffic anomalies, with findings fully correlated within the SIEM.	Kindly confirm the volumetric for NDR to be installed in each site: Number of sites, BW/Data ingestion capacity in each site, IP subnets in each site to be considered	KRA seeks a scalable solution that will be deployed across two sites with unlimited license capacity.
217	LOT-1-CATEGORY-2---Information-Security-Systems	SIEM : The solution MUST be delivered as a single, unified SIEM platform with native XDR and NDR functionality.	Is the bidder permitted to propose an integrated solution architecture comprising components from multiple OEMs (best-of-breed), provided that the overall solution is fully integrated, supported by the bidder, and meets or exceeds the KRA's stated technical specifications and business objectives?	KRA seeks a single, unified SIEM platform with native XDR and NDR functionality.
218	LOT-1-CATEGORY-2---Information-Security-Systems	SIEM: Premium Licenses for five hundred (500) log sources, unlimited network flow sources and hardware and software. SIEM License for unlimited Events Per Second (EPS) and unlimited Flows Per Minute (FPM)	Could you clarify the assets(OEM, make/model, quantity, logging method) that we need to onboard in the SIEM tools. A export from the existing tools detailing the type of log sources, OEM make model and the current EPS being consumed will also help	KRA has deployed enterprise applications and systems from leading OEMs. The current deployment has unlimited Events per Second (EPS) and Flows per Minute (FPM).
219	LOT-1-CATEGORY-2---Information-Security-Systems	General	Is there any mandate to do the implementation locally on-site or we can propose a hybrid approach.	Local on site implementation will be mandatory.
220	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2026	Tender defines LOT-based participation; clarification needed whether one proposal may cover multiple LOTs under one lead bidder.	Please confirm whether a single consortium may submit a combined proposal covering all three lots (Core Network, Private Cloud, and Data Center Facility) with one Lead Bidder assuming end-to-end contractual responsibility.	Bidders are allowed to bid for both LOT 1&2 or each of the two LOTS.Bidders participating in either or both LOT 1 and LOT 2 are not eligible to participate in LOT 3.Bidders must submit responses for all requirements under all the categories/items in a LOT. Failure to submit bids in ANY of the categories will be deemed NON-RESPONSIVE
221	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2026	Contracting approach for multi-LOT award is not explicitly stated (single contract vs separate per LOT).	In case a consortium is awarded multiple lots, please clarify whether KRA will issue (a) one consolidated contract to the Lead Bidder, or (b) separate contracts per lot.	KRA with issue one consolidated contract with one bidder
222	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2026	Responsibility split between lead bidder and consortium members/subcontractors for SLAs/penalties needs confirmation.	For consortium bids, please confirm that the Lead Bidder will have end-to-end accountability for delivery, integration, SLAs, and penalties across all awarded lots, with other consortium members acting as subcontractors.	The Lead bidder will be have end to end accountability
223	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2026	Governance model across LOTs is not clearly defined (single PMO vs lot-wise governance).	Please clarify whether KRA expects (a) a single integrated Program Management Office (PMO) covering all lots, or (b) independent lot-wise governance coordinated by KRA.	KRA expects a single integrated Program Management Office (PMO) covering all lots
224	LOT-1-CATEGORY-1-Core-Network-Infrastructure	HA/DR target architecture across data centers is ambiguous (Active-Active vs Active-Passive).	Please clarify whether the stretched network architecture across multiple data centers is intended as (a) Active-Active with simultaneous production workloads, or (b) Active-Passive with DR in hot/warm standby mode.	Acive-Active for Primary and Secondary with a Passive to the DR
225	LOT-1-CATEGORY-1-Core-Network-Infrastructure	Cross-LOT integration responsibilities and required interfaces (overlay/underlay/DCIM) need clarification.	Please confirm whether Lot 1 scope includes integration of the SDN fabric with Lot 2's cloud platform virtual networking (overlay/underlay integration, VXLAN/EVPN) and Lot 3's DCIM monitoring.	SDN Fabric to be integrated with the cloud platform virtual networking for seamless migration and failover
226	LOT-1-CATEGORY-1-Core-Network-Infrastructure	Brand/analyst recognition requirement may be interpreted as mandatory; equivalency acceptance needs confirmation.	The RFP references "reputable international brand" and Gartner Magic Quadrant Leaders for ADC and Data Center Networking. Please clarify if Gartner Leader status is mandatory or if equivalent recognition from Forrester/IDC is acceptable.	Gartner Magic Quadrant Leadership for ADC and Data Center Networking requirement is NOT Mandatory. An equivalent recognition is acceptable
227	LOT-1-CATEGORY-1-Core-Network-Infrastructure	Scope boundary unclear: whether bidder supplies DWDM only over KRA dark fiber or provides end-to-end fiber procurement/coordination.	Please clarify whether Lot 1 scope covers (a) supply and installation of DWDM equipment only on KRA-provided dark fiber, or (b) end-to-end provision including dark fiber procurement and telco coordination.	Lot 1 scope covers for the supply and installation of DWDM equipment on KRA-provided dark fiber for the Primary and Secondary site and end-to-end provision including dark fiber procurement and telco coordination to the DR site

228	LOT-1-CATEGORY-1-Core-Network-Infrastructure	Existing WAN/MPLS/CPE/security baseline is not sufficiently detailed to size migration and integration effort.	Please provide details on existing WAN/MPLS providers, CPE, and security architecture. Will IP renumbering or subnet migration be required?	Existing WAN/MPLS providers contracted by KRA are: safaricom Ltd, Telkom Kenya Ltd, Dimension Data Ltd & Liquid Telkom Ltd.
229	LOT-1-CATEGORY-1-Core-Network-Infrastructure	Support commencement trigger is unclear (overall final acceptance vs subsystem commissioning).	Please clarify whether the mandatory 4-year post-warranty support period starts from (a) final overall project acceptance, or (b) commissioning of individual components/subsystems.	The mandatory 4-year post-warranty support period starts from commissioning and acceptance of individual components/subsystems.
230	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	Ownership/procurement model (CAPEX vs OPEX/subscription) is not explicitly fixed and affects pricing and contractual structure.	Please clarify whether the cloud infrastructure will be (a) procured as KRA-owned CAPEX assets, (b) provided under vendor-owned OPEX/subscription model, or (c) either model is acceptable.	The project has a preference for a vendor-owned, OPEX-based subscription model. However, this is not an absolute constraint. Bidders are encouraged to propose the most commercially viable and sustainable model (including potential CAPEX or hybrid options) that aligns with the project's long-term operational objectives. The final selection will be based on the overall value proposition and fiscal alignment.
231	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	HCI restriction scope is ambiguous; clarification needed on acceptable disaggregated/composable architectures.	The RFP states "HCI architecture cannot be adopted." Please confirm this applies only to production compute/storage data plane, and that disaggregated/composable architectures with clustered control planes are acceptable.	Confirmed. The exclusion of HCI applies to any architecture where compute and storage resources are physically converged on the same hardware nodes. Disaggregated or composable architectures that maintain strict physical separation of the compute and storage layers, and meet all performance/latency KPIs specified in the RFP, are considered compliant. The burden of proof regarding architectural compliance rests with the bidder during the technical evaluation phase.
232	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	Indicative quantities lack workload assumptions; bidders need sizing inputs for accurate capacity and pricing.	Hardware quantities are marked as "indicative." Please provide non-binding workload assumptions including: (a) expected VM/container counts and sizes, (b) usable storage per tier with IOPS/throughput requirements, and (c) peak concurrent users for key applications.	Bidders are required to propose the optimal hardware and performance specifications based on the functional objectives and capacity requirements outlined in the RFP. The 'indicative' quantities serve as a baseline; however, the final design must be dimensioned and justified by the bidder to ensure the proposed environment is robust, scalable, and meets the stated service levels.
233	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	GPU specification, initial quantities, and growth projections are not provided; impacts design, power/cooling, and CAPEX.	Please provide guidance on (a) target GPU types and memory specifications, (b) initial number of GPU-enabled servers, and (c) 3-5 year GPU capacity growth projections.	Regarding GPU Specifications and Scaling: (a) Target Specs: Bidders shall propose enterprise-grade GPU solutions that represent the current industry standard for high-performance production workloads. (b) Initial Scale: The initial deployment must fully satisfy the performance benchmarks requirements specified by the application, which will be clarified by the application vendor, bidders are expected to specify the minimaul initial scale. (c) Projections: The proposed architecture must demonstrate modular scalability to support organic growth over a 3-5 year lifecycle. Bidders are expected to include a scalable roadmap as part of their technical methodology.
234	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	Unclear whether bidders must propose a new security stack, integrate with existing KRA tools, or provide both options.	The RFP specifies comprehensive cloud-native security (WAF, FWaaS, SOC, SIEM, SOAR). Please clarify if bidders should (a) propose a new self-contained security stack, (b) integrate with existing KRA security tools, or (c) provide both options.	Bidders shall propose a comprehensive and modern security architecture that fully satisfies the functional requirements specified in the RFP. The proposed solution must be modular and interoperable, fully integrted with the cloud management platform to provide multi-tenant and self-service capabilities, it must also provide open APIs for potential integration with existing enterprise security frameworks. Bidders are encouraged to present the most robust and cost-effective alignment based on their architectural best practices.
235	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	Requirement for CMP–DCIM integration and data exchange needs confirmation.	Please confirm whether the cloud management platform must integrate with DCIM (Lot 3) for asset, power, environmental data, and infrastructure event correlation.	Integration with DCIM (Lot 3) is not a mandatory requirement for this phase. However, the proposed Cloud Management Platform should remain architecturally open via standard APIs to allow for potential future telemetry correlation.
236	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	Responsibility for providing/contracting the Tier III facility is unclear (KRA-provided vs bidder-proposed).	Please clarify whether KRA has already identified and contracted the in-country Tier III data center, or if bidders should propose and include data center hosting as part of their solution.	Bidders should propose and include data center hosting as part of their solution.
237	LOT-CATEGORY-1-Data-Center-Facility-Infrastructure	Target rack density and quantity of high-density racks are not fixed; needed for power/cooling/space design.	The RFP mentions rack densities of 10-30 kW for AI workloads. Please confirm the target design rack density and the number of racks to be supported at such densities.	The target design rack density is 30 KW. The target Rack density details include three (3) Containements each with 42RU Racks. 2 x 24 Racks and 1 x 6 Racks
238	LOT-CATEGORY-1-Data-Center-Facility-Infrastructure	Accepted high-density cooling technologies are not clearly defined; needs confirmation for compliant design.	Please clarify which high-density cooling technologies are acceptable: (a) Rear Door Heat Exchangers (passive/active), (b) Direct-to-Chip liquid cooling, (c) High-density in-row cooling.	The existing Data Center setup is based on in-row cooling, hence the required cooling technology is High-density in-row cooling.
239	LOT-CATEGORY-1-Data-Center-Facility-Infrastructure	Cross-LOT integration responsibilities and required interfaces (overlay/underlay/DCIM) need clarification.	Please confirm that the new DCIM must integrate with (a) SDN controllers (Lot 1) for topology and alarms, (b) cloud platform (Lot 2) for IT asset and power data, and (c) serve as the primary "source of truth" for physical infrastructure.	YES. The new DCIM must integrate with (a) SDN controllers (Lot 1) for topology and alarms, (b) cloud platform (Lot 2) for IT asset and power data, and (c) serve as the primary "source of truth" for physical infrastructure.
240	LOT-CATEGORY-1-Data-Center-Facility-Infrastructure	Unclear whether bidders must propose a new security stack, integrate with existing KRA tools, or provide both options.	Please clarify whether intelligent cabling events (unauthorized disconnections) should (a) be forwarded to network/cloud monitoring and SOC platforms, and (b) trigger automated responses or remain limited to alerting and inventory updates.	The intelligent cabling events (unauthorized disconnections) should be forwarded to DCIM/Network monitoring platforms, and trigger automated responses and remain limited to alerting and inventory updates.
241	LOT-CATEGORY-1-Data-Center-Facility-Infrastructure	Integration endpoints (ITSM/SOC/3rd party) and scope of integration need clarification.	Please clarify if fire suppression system integration is required with (a) KRA's existing ITSM tools, and/or (b) national emergency management or third-party monitoring centers.	The fire suppression system integration is required with KRA's existing ITSM tools, and/or (b) national emergency management or third-party monitoring centers.

242	LOT-CATEGORY-1-Data-Center-Facility-Infrastructure	Timing of site survey (pre-bid vs post-award) is unclear and affects bid assumptions.	The RFP mentions "mandatory site survey" for cabling. Please confirm if this survey must be conducted pre-bid or can be performed post-award before detailed design.	Mandatory site survey to be done pre-submission to enable the bidders to understand the current enviroment and hence propose adequate solution fit for purpose.
243	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2026	Treatment and weighting of references from consortium partners (vs lead) need clarification.	For vendor evaluation, please clarify if reference projects from consortium partners (other than Lead Bidder) will be considered, and if so, how they will be weighted.	**Vendor evaluation:** Reference projects from consortium partners (other than Lead Bidder) will be considered. Weighting will be based on the Evaluation Criteria provided in each TOR.
244	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2027	Evaluation approach unclear: end-to-end joint demos/PoCs across lots vs lot-wise evaluation.	Please clarify whether KRA plans to conduct (a) joint demonstrations/PoCs covering end-to-end scenarios across all lots, or (b) evaluate each lot independently.	Each lot will be evaluated indipendently
245	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2028	Need consolidated list of mandatory vs preferred standards and whether compliance is required at bidder or OEM level.	Multiple standards are referenced (ASHRAE TC 9.9, ISO 27001, NFPA, TIA-942-B, etc.). Please provide consolidated clarification on which are mandatory vs. preferred, and whether required at OEM or bidder level.	The standards are required at bidder level for the specific categories
246	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2029	Criteria and scoring/weight for reference site visits are not detailed.	Please provide detailed criteria and weightage for post-qualification site visits to reference installations.	Post-qualification site visits to reference installations will be based on the Technical proposal /documentations provided provided by the bidder. The post qualification is only applicable to the highest ranked bidder (Combined Technical and Financial score)
247	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2030	High-level implementation timeline/phasing per lot is not clearly provided.	Please provide KRA's expected overall project timeline from contract award to final acceptance, including preferred phases for each lot.	Project Timeline is 18months after contracting. The bidder shall provide the implementation workplan
248	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2031	Insufficient detail on existing infrastructure (age/vendors/EOL) to estimate migration risk and	Please provide high-level details of existing infrastructure that must be integrated with or migrated from, including age, vendors, and end-of-	The core communication infrastructure will be refreshed/replaced if necessary so as to confirm with the proposed leaf and spine architecture. The bidders are advised to carry out a site survey
249	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2032	Testing responsibilities and whether integrated multi-lot testing is required before final acceptance are unclear.	Please clarify expectations for Factory Acceptance Testing (FAT) vs. Site Acceptance Testing (SAT), and whether integrated testing across all lots is required before final acceptance.	Acceptance testing will be on per lot basis i.e each lot will be treated indipendently , factory testing is not mandotary
250	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2033	Maintenance window constraints and maximum downtime thresholds are not defined.	Please provide information on acceptable maintenance windows for migration activities and maximum allowable downtime for critical systems.	Different systems have varying allowable downtimes and maintenance window. Migration activities will therefore be agreed upon during the implementation period
251	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2034	Cost responsibility for OEM-led offshore training logistics (travel/accommodation) is not specified.	For OEM-led offshore training, please confirm if KRA will cover travel and accommodation costs or if these should be included in bid pricing.	The financial proposal should cover costs for all applicable components including Training.
252	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	Access to cadastral, tax, business and economic datasets	Please confirm which datasets (geospatial layers, cadastral plots, business registration, tax filings, permits, POS/mobile money) will be provided by KRA or other agencies, and which datasets the bidder is expected to source.	1. Datasets Provided by KRA KRA will provide access to datasets generated and owned by KRA, subject to applicable approvals and data governance policies, including: Taxpayer registration records Tax filings and returns (VAT, Income Tax, Rental Income Tax, etc.) eTIMS and invoicing data Compliance, audit, and enforcement records Historical tax revenue and performance data 2. Datasets provided by other government agencies (through facilitation by KRA) Where legally permissible, KRA will facilitate access to datasets held by other public institutions, including: Cadastral and land registry data (parcel boundaries, land use, zoning) from the Ministry of Lands and relevant land agencies Business registration data from the relevant registries Permits and licenses data from county governments and regulators Macroeconomic and statistical data from institutions such as KNBS Administrative boundary datasets (counties, sub-counties, wards) by IEBC The bidder's responsibility is to enable technical integration once access is granted. 3. Datasets to be sourced by the bidder The bidder shall be responsible for sourcing, licensing, and providing datasets that are not natively owned by KRA or government agencies, including: · High-resolution satellite geospatial layers' imagery. · Commercial or third-party geospatial base layers · Any proprietary datasets required to support analytics, visualization, or AI models All such datasets must comply with licensing, data protection, and regulatory requirements.
253	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	Identification of rental properties and estimation of rental yields	Please clarify whether rental identification outputs are intended as risk indicators for enforcement follow-up or as definitive tax assessments.	· The identification of rental properties and estimation of rental yields is intended to serve as analytical inputs and risk indicators to support compliance monitoring for various taxes, risk profiling, and enforcement prioritization. · The outputs shall not constitute definitive tax assessments, but will inform follow-up actions in accordance with existing tax laws, procedures, and human-led verification processes.
254	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	County-level GDP, employment and sectoral data	Please confirm which official macroeconomic datasets are available to be integrated into the system and what resolution they are.	· Where available and subject to inter-agency data sharing arrangements, the system should be able to integrate official macroeconomic datasets such as county-level GDP, employment, and sectoral statistics published by KNBS and other authorized institutions, typically at county-level resolution, with the level of spatial and temporal detail dependent on data availability and approved access.

255	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	Integration with POS, mobile money and e-commerce platforms	Please clarify whether transactional data integrations already exist within KRA systems and whether the geolocation of this system exists.	· We currently have APIs that integrate with POS and e-commerce platforms on eTIMS. · We are currently not collecting the geolocation metadata of the transactional data. · The bidders are expected to propose mechanisms to integrate, geotag, and validate such data in line with system requirements and applicable data-sharing regulations.
256	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	Integration with external government systems	Please confirm whether formal data-sharing agreements with Ministries, Counties and third parties will be in place prior to implementation. This would include Ministry of Lands,Kenya National Bureau of Statistics and County Governments.	· Access to external government systems including the Ministry of Lands, KNBS, IEBC and County Governments, will be subject to formal data-sharing agreements which is currently not in place. · Bidders should assume that such agreements will need to be secured prior to full system implementation, and integration timelines may depend on the completion of these approvals.
257	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	AI-based risk profiling and anomaly detection	Please clarify whether AI outputs are intended for decision support or automated enforcement actions.	· AI-based risk profiling and anomaly detection outputs are intended solely for decision support, taxbase expansion and compliance prioritization. · They do not constitute automated enforcement actions; any enforcement or tax assessment decisions will continue to follow existing legal procedures and human verification processes tax systems.
258	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	"Deploy the system in a selected region for testing and evaluation."	Could KRA specify the intended Area of Interest (AOI) for the pilot? Is it a specific county (e.g., Nairobi, Mombasa) or a multi-region selection?	· The pilot deployment will be conducted in at least two KRA Regions (Nairobi and South Rift – Nakuru) as the Area of Interest (AOI). This will allow focused testing, evaluation, and optimization of the system before scaling to additional regions.
259	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	"Integrate with the Ministry of Lands and other relevant third data sources to access and reference authoritative cadastral data."	Within Kenya the cadastral data (plot boundaries) has been digitised in some areas including Nairobi, Mombasa and Muranga under the ArdhiSasa program. In the regions that have not be through this program what will be the way forward.	· For regions not yet covered, bidders should assume that integration will rely on available paper records, partial digital datasets, or on-site verification, in coordination with Government Agencies, to ensure data completeness and accuracy.
260	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	Real-time monitoring and dashboards	Please clarify expected data refresh intervals for systems described as real-time. Base mapping by nature expires as deelopment takes place therefore is there a refresh period.	· For systems described as real-time, transactional, and compliance data should be refreshed continuously or at least every 24 hours. · Base mapping layers (e.g. cadastral, Maps) should be updated every two years to reflect changes in development and land use.
261	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	Project success and evaluation	Please clarify key success metrics to be used in evaluating system performance and impact.	Key success metrics for evaluating the system's performance and impact will include: 1. Accuracy of geospatial and cadastral mapping – percentage of correctly identified properties and taxpayer locations. 2. Tax compliance improvement – measurable increase in timely filings and revenue collection in pilot and subsequent regions. 3. System responsiveness and uptime – adherence to performance standards, including query response time and availability. 4. Effectiveness of AI-driven risk profiling – accuracy in identifying high-risk taxpayers and anomaly detection. 5. User adoption and satisfaction – feedback from KRA officers on dashboards, reporting tools, and overall usability. 6. Integration and data interoperability – seamless linkage with internal and external datasets without errors or delays. These metrics will guide assessment during the pilot in Nairobi and inform scaling decisions.
262	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	Acquisition of high-resolution satellite imagery and use of drone imagery for geospatial mapping	Please clarify whether high-resolution manned aircraft-based aerial imagery may be proposed alongside satellite and drone imagery, given its advantages in coverage, accuracy, acquisition control, and scalability for national-level mapping.	· Vendors may propose a combination of satellite imagery, drone-based imagery, and/or high-resolution manned aircraft imagery for geospatial mapping. · The proposed approach should balance coverage, resolution, and acquisition control while ensuring sustainability and cost-effectiveness for national-level implementation. · Emphasis should be placed on solutions that allow periodic updates, maintain data accuracy over time, and support scalable deployment across different regions. · The overall strategy should minimize recurring operational costs and ensure that the system remains maintainable, efficient, and aligned with the project's long-term objectives.
263	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	"Ensure data quality through validation and verification processes."	What are the specific spatial accuracy thresholds (e.g., +/- 1 meter) required for the mapping of building footprints and taxable property boundaries?	· The system should ensure that all geospatial data undergoes validation and verification to maintain high data quality. · For mapping building footprints and taxable property boundaries, a spatial accuracy threshold of ±3 meters is expected in urban areas, while a slightly relaxed threshold may be acceptable in rural regions where high-resolution reference data is limited. · Vendors are encouraged to propose quality assurance procedures that maintain consistent accuracy across all datasets and allow for periodic updates to account for changes in property layouts and urban development.
264	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	"Conduct training for tax officials, systems administrators and other users..."	Regarding the "other users," could KRA provide an estimated headcount to allow for accurate logistical planning of the capacity-building program?	· The training will include approximately 100 users, including tax officials and system administrators. · This headcount should be used for planning and resource allocation for the capacity-building program.
265	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	"Develop manuals and user guides for system operation."	Does KRA require these materials to be provided in both digital and physical (printed) formats for all trainees, or is a digital repository sufficient?	· KRA recommends providing user manuals and guides primarily in a digital repository to ensure easy access, updates, and distribution. · Printed copies may be provided selectively for reference during training sessions or for users with limited digital access.
266	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	"Utilize spatial technology to accurately identify and register taxpayers"	Important to this project is having a street Address system . There has been some pilots undertaken in the country, can KRA tell us if there is a system to be rolled out to help with this project.	· Currently, there is no system in Kenya to support nationwide street addressing system

267	LOT-1-CATEGORY-3---Spartial-Tax-Intelligence-System	"Utilize spatial technology to accurately identify and register taxpayers"	Does KRA have location information attached to each KRA PIN number, ie a street address or a PLOT number?	· Currently, KRA does not have standardized street address or plot-level location information consistently attached to each KRA PIN. · One of the key objectives of this system is to leverage spatial technology to enable accurate geo-referencing of taxpayers, including association with physical locations such as plots, buildings, or street addresses, to strengthen taxpayer identification and registration.
268	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2034	Payment Terms	Please provide detailed milestone-based payment schedule with percentages for each phase (Design, Supply, Installation, Testing, Commissioning, Training, Go-Live).	The milestone-based payment schedule shall be provided as an annexture
269	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2034	Performance Securities	Please specify the required performance security percentage and format (bank guarantee, insurance bond, etc.) for each lot or combined lots.	The Successful bidder will be required to submit a Performance Security within twenty-one (21) days of receipt of the Form of Acceptance by Kenya Revenue Authority. The successful tenderer shall furnish the Performance Security which shall be denominated in Kenya Shillings for an amount equal to 1% percent of the Contract Price. Performance Bond from Insurance Company (registered , licenced and listed by the Insurance Regulatory Authority or Bank (regulated by CBK) and in the same currency of the Accepted Contract Amount) is accepted
270	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2034	SLA Measurement	Please confirm whether SLAs will be measured (a) at end-to-end application/service level across all layers, or (b) separately for each lot. Also clarify penalty application in consortium scenarios.	SLA metrics will be negotiated separately for each lot
271	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2034	OEM Local Presence	Please define minimum acceptable OEM local presence: (a) OEM legal entity registered in Kenya with technical staff, or (b) authorized local partner with certified engineers and OEM-backed escalation.	Authorized local partner with certified engineers and OEM-backed escalation.
272	RFP-DOCUMENT-SPP-COMPREHENSIVE-TECH-PLATFORM-2034	Warranty Period	Please clarify if the specified warranty periods (3-4 years) are manufacturer warranties or bidder warranties, and whether they run concurrently or consecutively.	These are manufacturer warranties with suppport from the bidder, to run concurrently.
273	LOT-1-CATEGORY-2---Information-Security-Systems	Governance and compliance oversight are repeatedly emphasized, but no explicit mention of configurable policy workflows, approvals, or lifecycle management is made. The requirement is implied, not stated.	Do you need to configure policy metadata, workflows, review cycles, and approvals?	The TOR covers an Information Security Awareness solution focused on training, phishing simulations, and awareness reporting. Bidders may propose any solution provided it meets mandatory and technical requirements.
274	LOT-1-CATEGORY-2---Information-Security-Systems	The tender does not address migration or bulk import of existing policies. No reference to legacy policy ingestion or transition mechanisms.	Do you need to upload your existing policies to accelerate adoption?	The proposed awareness solution does not require uploading existing policies, unless it supports features such as linking awareness content to specific internal policies.
275	LOT-1-CATEGORY-2---Information-Security-Systems	The TOR stresses *auditability, compliance oversight, inspection rights, and conformity to contract requirements*. It also grants KRA rights to inspect, test, and validate system components and processes. However, it never explicitly defines "internal controls" as managed objects within the platform.	Do you need a centralized repository to store and manage internal controls?	The proposed awareness solution requires auditability, compliance oversight, and KRA rights to inspect and validate the Information Security Awareness solution. However, the solution is not required to provide a centralized repository for internal controls. Bidders should focus on providing an awareness solution provided it meets mandatory and technical requirements.
276	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP requires conformity testing, inspections, traceability, and documentation during audits and reviews, but does not specify configurable control attributes, ownership models, or evidence schemas. These are inferred needs, not stated ones.	Do you need to configure control metadata, ownership, or evidence requirements?	The proposed awareness solution does not require the configuration or management of control metadata, ownership, or evidence. Bidders should focus on providing an Information Security Awareness solution that delivers training, phishing simulations, and reporting functionalities as specified, ensuring auditability and compliance tracking related to awareness activities.

277	LOT-1-CATEGORY-2---Information-Security-Systems	There is no reference to legacy internal control migration, bulk upload, or control onboarding from existing systems. Silence here is total.	Do you need to upload your existing internal controls to avoid starting from scratch?	The proposed awareness solution does not does not require uploading existing internal controls. Bidders should focus on providing an awareness solution provided it meets mandatory and technical requirements.
278	LOT-1-CATEGORY-2---Information-Security-Systems	The tender does not mention maturity models, scoring, effectiveness ratings, or control performance metrics. Any assumption here would be speculative.	Do you need advanced control configuration like maturity scoring?	The proposed awareness solution does not require advanced control configuration like maturity scoring. Bidders should focus on providing an awareness solution provided it meets mandatory and technical requirements.
279	LOT-1-CATEGORY-2---Information-Security-Systems	The TOR calls for a *comprehensive technology platform* that supports governance, compliance oversight, auditability, inspections, and regulatory requirements across the enterprise. However, it does not specify modular or pre-built compliance applications such as audit apps, vendor risk apps, or privacy apps.	Do you want access to a library of pre-built compliance apps (audits, risk, vendor risk, privacy)?	The proposed awareness solution does not require access to pre-built compliance applications. Bidders should focus on providing an awareness solution provided it meets mandatory and technical requirements.
280	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP stresses *compliance with Kenya's laws and regulations*, auditability, and regulatory oversight. However, it does not explicitly require named international frameworks or a preloaded framework library.	Do you need preloaded frameworks like ISO, SOC 2, NIST, HIPAA, PCI, or regional standards?	Bidders are not required to provide preloaded compliance frameworks for audits or control management. However, the Information Security Awareness solution should include training and awareness content aligned with relevant laws, standards, and frameworks such as the Kenya Data Protection Act, ISO 27001, and NIST, as specified in the TOR.
281	LOT-1-CATEGORY-2---Information-Security-Systems	The tender contains no reference to sub-controls, clause-level compliance, control granularity, or framework decomposition.	Do you need to comply with granular sub-section levels of frameworks and standards?	The solution should provide training and awareness aligned with relevant laws, standards, and frameworks. It is not required to comply with or track compliance at granular sub-section levels; the focus is on awareness, assessments, and reporting as specified in the TOR.
282	LOT-1-CATEGORY-2---Information-Security-Systems	The TOR stresses *data-driven decision making*, *visibility*, and *holistic views of obligations and risks*, but does not explicitly mandate dashboards or visual analytics.	Do you want dashboards that show governance, controls, and compliance posture at a glance?	The Information Security Awareness solution should provide dashboards and reports that display training, assessment, and phishing simulation metrics for management. It is not required to provide dashboards for governance, internal controls, or detailed compliance posture beyond awareness and training activities.
283	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP does not mention Power BI, Microsoft BI tooling, or prebuilt BI dashboards. Any assumption here is vendor-driven.	Do you want out-of-the-box Power BI dashboards for executive and compliance reporting?	The TOR does not require the use of Power BI, Microsoft BI, or any prebuilt dashboards. Vendors may propose reporting and dashboard capabilities using their native tools or integrations, provided they meet the management reporting and analytics requirements specified in the TOR.
284	LOT-1-CATEGORY-2---Information-Security-Systems	There is no reference to managed BI environments, outsourced analytics hosting, or vendor-managed reporting stacks.	Do you want LockThreat to host and manage the Power BI reporting environment for you?	The TOR does not require LockThreat or any vendor to host or manage a Power BI or other BI reporting environment. Bidders should propose reporting and dashboards as part of the Information Security Awareness solution, using built-in or integrated reporting tools. Any managed BI or outsourced analytics services are optional and may be proposed at the bidder's discretion, but are not mandatory.
285	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP stresses *API readiness, integration, and interoperability*, but does not name Power BI or any BI platform. Integration capability is implied, tooling is not.	Do you want to connect LockThreat data to your existing Power BI environment for reporting?	The TOR requires the solution to support integration and interoperability via standard mechanisms or APIs. Integration with Power BI or any specific BI platform is optional and may be proposed by bidders, but it is not a mandatory requirement. Bidders should ensure that reporting and analytics requirements are met, either through the solution's native capabilities or optional integrations.
286	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP does not reference risk registers, risk migration, or importing existing risks from legacy systems.	Do you need to upload your existing risks to avoid re-entering them manually?	The TOR does not require uploading or managing existing risks. Bidders should focus on delivering the Information Security Awareness solution that meets mandatory and technical requirements.

287	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP does not reference bulk operations, mass updates, or administrative efficiency features. Operational convenience features are not specified.	Do you need bulk actions to update multiple records at once?	Yes
288	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP does not specify user counts, admin roles, or entitlement limits. Scale is implied but not quantified.	Do you need more admin users than your edition includes?	The TOR specifies that the solution must support 10,000 users and scale to 15,000 users, with an appropriate licensing model. Bidders should ensure the solution provides sufficient administrative access and functionality to manage the required user base.
289	LOT-1-CATEGORY-2---Information-Security-Systems	The platform is enterprise-wide and long-term, but the tender does not define user volumes or access models.	Do you need more system users than your edition includes?	The TOR requires the solution to support 10,000 users and scale to 15,000, with an appropriate licensing model. Bidders should ensure the solution provides sufficient user access to meet these requirements.
290	LOT-1-CATEGORY-2---Information-Security-Systems	There is no reference to configurable policy views, widgets, or UI-level customization in the tender.	Do you need to define policy views or create dashboard widgets?	The TOR does not require configurable policy views, dashboard widgets, or UI-level customization. Bidders may propose such features as value-added options, but the solution at the minimum must meet mandatory and technical requirements.
291	LOT-1-CATEGORY-2---Information-Security-Systems	Control-level views, widgets, and UI customization are not mentioned anywhere in the RFP.	Do you need to export controls data, define control views or create dashboard widgets?	The TOR does not require configurable policy views, dashboard widgets, or UI-level customization. Bidders may propose such features as value-added options, but the solution at the minimum must meet mandatory and technical requirements.
292	LOT-1-CATEGORY-2---Information-Security-Systems	Branding, white-labeling, or UI customization for visual identity is not addressed in the tender.	Do you need your LockThreat environment branded with your logo and colors?	The TOR does not require branding, white-labeling, or UI customization of the solution. Bidders may propose these features as optional enhancements, but the solution must at minimum deliver training, phishing simulations, reporting, and compliance tracking as specified.
293	LOT-1-CATEGORY-2---Information-Security-Systems	The platform is enterprise-wide and long-term, but the RFP does not specify user role counts, tiers, or access volumes. Scale is implied, numbers are not.	Do you need more power users than your edition includes?	The TOR requires the solution to support 10,000 users and scale to 15,000, with a suitable licensing model. Bidders should ensure sufficient administrative and power-user access to manage the user base effectively.
294	LOT-1-CATEGORY-2---Information-Security-Systems	The tender does not reference operational efficiency features such as bulk updates for risk records. Risk handling is discussed conceptually, not operationally.	Do you need bulk actions to update multiple risk records at once?	The TOR does not require bulk actions or operational features for managing risk records. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
295	LOT-1-CATEGORY-2---Information-Security-Systems	Continuous control monitoring (CCM) itself is not explicitly required, and bulk operational actions on CCM scans are not referenced anywhere in the RFP.	Do you need bulk actions to update multiple CCM scan records at once?	The TOR does not require continuous control monitoring or bulk actions on CCM scan records. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
296	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP does not mention control administration efficiency features such as mass updates or batch operations.	Do you need bulk actions to update multiple control records at once?	Yes
297	LOT-1-CATEGORY-2---Information-Security-Systems	CCM scans and their visualization/export are not mentioned or required by the tender.	Do you need to export CCM data, define CCM scan views or create dashboard widgets?	The TOR does not require CCM scans. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
298	LOT-1-CATEGORY-2---Information-Security-Systems	Evidence handling is required, but bulk administrative convenience features are not specified.	Do you need bulk actions to update multiple evidence records at once?	Yes.
299	LOT-1-CATEGORY-2---Information-Security-Systems	Policy lifecycle administration efficiency is not addressed in the RFP. No reference to batch operations exists.	Do you need bulk actions to update multiple policy records at once?	The TOR does not require bulk actions to update multiple policy records. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
300	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP does not mention hyperscalers, cloud security posture management, or real-time cloud compliance monitoring.	Do you want near real-time cloud compliance monitoring for AWS, Azure, GCP, or Oracle?	The TOR does not require near real-time cloud compliance monitoring for AWS, Azure, GCP, Oracle, or any other cloud platform. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
301	LOT-1-CATEGORY-2---Information-Security-Systems	There is no reference to integrating SIEMs, security tooling, or telemetry-based continuous compliance.	Do you want to continuously monitor compliance using your existing security tools?	The TOR does not require continuous compliance monitoring using SIEMs or other security tools. However, the proposed Information Security Awareness solution should be capable of integrating with SIEMs
302	LOT-1-CATEGORY-2---Information-Security-Systems	Automated cloud scans, evidence harvesting, or scheduled CCM checks are not addressed anywhere in the tender.	Do you need scheduled cloud compliance checks with automated evidence collection?	The TOR does not require scheduled cloud compliance checks or automated evidence collection. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
303	LOT-1-CATEGORY-2---Information-Security-Systems	The tender does not reference scheduled automated checks for third-party or non-cloud systems.	Do you need scheduled compliance checks for non-cloud sources?	The TOR does not require scheduled compliance checks for non-cloud or third-party systems. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
304	LOT-1-CATEGORY-2---Information-Security-Systems	Continuous cloud security dashboards are not mentioned and depend on CCM capabilities that are themselves out of scope.	Do you need visual dashboards for continuous cloud security compliance checks?	The TOR does not require visual dashboards for CCM checks. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
305	LOT-1-CATEGORY-2---Information-Security-Systems	Third-party CCM visualization is not referenced and assumes continuous monitoring that the RFP never requests.	Do you need visual dashboards for continuous third-party (custom) compliance checks?	The TOR does not require visual dashboards for continuous third-party or custom compliance checks. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.

306	LOT-1-CATEGORY-2---Information-Security-Systems	While strong security and sovereignty are emphasized, the RFP does not explicitly require full air-gapping or zero internet connectivity. This remains ambiguous.	Do you require a fully air-gapped deployment of LockThreat with complete isolation from the public internet?	KRA is not inclined toward a specific OEM or technology platform. Bidders may propose any solution provided it meets mandatory and technical requirements.
307	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP does not mention proprietary risk models, quantitative risk methodologies, or customization of risk math.	Do you use a proprietary model for risk quantification that you want to apply in LockThreat?	The TOR does not require the use of proprietary risk models or quantitative risk methodologies. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
308	LOT-1-CATEGORY-2---Information-Security-Systems	AI-driven predictive risk analytics or pattern detection are not referenced anywhere in the tender.	Do you want AI to surface emerging risks or patterns from your risk and control data?	The TOR does not require AI-driven predictive risk analytics or pattern detection from risk and control data. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
309	LOT-1-CATEGORY-2---Information-Security-Systems	Risk management is discussed at a conceptual and governance level, but the RFP does not explicitly require an enterprise risk register or ERM system.	Do you need a centralized way to log, track, and manage risks across the organization?	The TOR does not require a centralized system to log, track, or manage organizational risks. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
310	LOT-1-CATEGORY-2---Information-Security-Systems	Risk evaluation and mitigation are implied, but specific methodologies such as likelihood-impact matrices are not defined.	Do you need qualitative risk assessments based on likelihood and impact?	The TOR does not require qualitative risk assessments or likelihood-impact matrices. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
311	LOT-1-CATEGORY-2---Information-Security-Systems	Advanced customization, extensible schemas, or bespoke workflows are not addressed in the RFP.	Do you need advanced risk customization beyond standard fields and workflows?	The TOR does not require advanced risk customization, extensible schemas, or bespoke workflows. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
312	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP does not reference FAIR, quantitative risk modeling, financial risk estimation, or control effectiveness math.	Do you want to assess control effectiveness impact using the FAIR methodology?	The TOR does not require assessing control effectiveness or impact using the FAIR methodology or any quantitative risk modeling. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
313	LOT-1-CATEGORY-2---Information-Security-Systems	There is no mention of quantitative risk analysis, FAIR, or financial loss modeling anywhere in the tender.	Do you want to quantify risk using the FAIR methodology?	The TOR does not require quantifying risk using the FAIR methodology or performing financial loss modeling. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
314	LOT-1-CATEGORY-2---Information-Security-Systems	While audits and inspections are required, the RFP does not reference AI-assisted classification, automated mapping, or intelligent evidence processing.	Do you want evidence automatically classified and mapped to the right controls to reduce audit effort?	The TOR does not require AI-assisted classification or automated mapping of evidence to controls. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
315	LOT-1-CATEGORY-2---Information-Security-Systems	Policy generation, automation, or AI-assisted authoring is not mentioned. Policy existence is implied, not how they are created.	Do you want to generate policies quickly across one or more frameworks?	The TOR does not require policy generation, automation, or AI-assisted authoring. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
316	LOT-1-CATEGORY-2---Information-Security-Systems	The tender does not mention internal control derivation, automation, or framework-to-control generation.	Do you want to generate internal controls directly from frameworks instead of building them manually?	The TOR does not require generating internal controls directly from frameworks. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance tracking.
317	LOT-1-CATEGORY-2---Information-Security-Systems	Multi-framework mapping, crosswalks, or harmonization are not referenced anywhere in the RFP.	Do you need to map controls across multiple frameworks to eliminate duplicate work?	The TOR does not require mapping controls across multiple frameworks, crosswalks, or harmonization. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations.
318	LOT-1-CATEGORY-2---Information-Security-Systems	Evidence must be available for inspection, but linkage analytics between applications and evidence usage is not required.	Do you need to view application projects linked to evidence to review their usage?	The TOR focuses on delivering training, phishing simulations, reporting, compliance tracking, and related administrative and technical support. Bidders should ensure that all required evidence is available for inspection as specified, without the need for tracking or linking it to application projects.
319	LOT-1-CATEGORY-2---Information-Security-Systems	Evidence availability is implied, but file versioning, usage tracking, or evidence lineage features are not specified.	Do you need to manage multiple files for an evidence and track their usage?	The TOR does not require managing multiple files for evidence, file versioning, usage tracking, or evidence lineage. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations.
320	LOT-1-CATEGORY-2---Information-Security-Systems	Risk management is referenced at a governance level, but no specific scoring models, workflows, or status schemes are defined in the RFP.	Do you want to use LockThreat's standard risk scoring, statuses, and workflows out of the box?	The TOR does not require implementing specific risk scoring models, workflows, or status schemes. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations.
321	LOT-1-CATEGORY-2---Information-Security-Systems	While audits and assessments are expected, the RFP does not state reuse of assessment artifacts across audit cycles or applications.	Do you want to reuse assessment results in audits to avoid repeating work?	The TOR does not require reusing assessment results across audits or applications. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations.

#	Category	Observation	Question	TOR Response
322	LOT-1-CATEGORY-2---Information-Security-Systems	The tender does not mention no-code customization, configurable workflows, or tailoring application logic to internal team processes.	Do you need to customize forms, workflows, approvals, and control responses to match how your teams operate?	The TOR does not require no-code customization, configurable workflows, or tailoring of application logic. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations.
323	LOT-1-CATEGORY-2---Information-Security-Systems	Structured audits and assessments are clearly implied, but the form factor (pre-built apps vs custom processes) is not specified.	Do you want pre-built audit and assessment apps you can deploy quickly?	The TOR does not require pre-built audit or assessment applications. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations.
324	LOT-1-CATEGORY-2---Information-Security-Systems	Assessments beyond audits are not explicitly listed. Vendor risk, privacy, or SOC-style readiness reviews are not named in the tender.	Do you run structured assessments such as vendor risk, privacy, SOC readiness, or internal reviews?	The TOR does not require structured assessments beyond the scope of the Information Security Awareness solution. Bidders should focus on delivering the solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations.
325	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP focuses on governance, compliance, audits, inspections, and revenue systems. It does not reference incident management, whistleblowing, disclosures, or ethics reporting workflows.	Do you need lightweight workflows for incidents, disclosures, or ethics reporting?	No
326	LOT-1-CATEGORY-2---Information-Security-Systems	Risk is referenced at a governance level, but the RFP does not explicitly require a standalone risk workflow application. Risk handling may be embedded within broader governance processes.	Do you need a dedicated application to manage risk workflows?	No
327	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP does not clearly state whether shared SaaS is acceptable. Given government data sensitivity, this remains ambiguous and must be clarified.	Is a fully managed SaaS deployment acceptable for your organization?	The TOR does not specify whether shared SaaS deployments are acceptable. Bidders should propose solutions that comply with the KRA's data protection requirements, including alignment with Data Protection Act, while focusing on delivering the solution that meets mandatory and technical requirements.
328	LOT-1-CATEGORY-2---Information-Security-Systems	Data sovereignty is emphasized, but the RFP does not explicitly mandate on-prem deployment. This is possible but not confirmed.	Do you require an on-prem deployment due to regulatory or data residency needs?	The TOR emphasizes data protection and compliance but does not explicitly mandate on-premises deployment. Bidders should ensure that the proposed solution aligns with applicable data protection laws and standards while focusing on delivering the solution that meets mandatory and technical requirements.
329	LOT-1-CATEGORY-2---Information-Security-Systems	Evidence must be reviewed and approved for audits, but the RFP does not define workflow stages or approval depth. Standard workflows may suffice, but this is not explicit.	Is a standard evidence workflow (upload → review → approve) sufficient for your organization?	The TOR does not require specific workflow stages or approval depth for evidence management. Bidders should focus on delivering the solution that meets mandatory and technical requirements.
330	LOT-1-CATEGORY-2---Information-Security-Systems	Custom lifecycle states, bespoke approval chains, or workflow tailoring are not mentioned in the tender.	Do you need custom evidence statuses and approval steps to match your process?	The TOR does not require specific custom evidence lifecycle states, bespoke approval chains, or workflow tailoring. Bidders should focus on delivering the solution that meets mandatory and technical requirements.
331	LOT-1-CATEGORY-2---Information-Security-Systems	Notifications, reminders, or SLA-driven alerts are not referenced anywhere in the RFP.	Do you need automated notifications for evidence owners and reviewers?	The TOR does not require automated notifications, reminders, or SLA-driven alerts for evidence management.
332	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP requires evidence to be available for inspection and audits but does not define exception handling, escalations, or multi-path workflows for evidence validation.	Do you need fully custom evidence workflows for validation, exceptions, or escalations?	The TOR does not require fully custom evidence workflows, exception handling, or escalation paths for evidence validation. Bidders should focus on delivering the solution that meets mandatory and technical requirements.
333	LOT-1-CATEGORY-2---Information-Security-Systems	While governance and oversight are emphasized, the RFP does not specify configurable governance workflows or custom approval chains for policies or controls.	Do you need to customize policy/control review workflows, approvals, notifications, and statuses?	The TOR does not require specific configurable governance workflows, custom approval chains, or notifications for policies or controls. Bidders should focus on delivering the solution that meets mandatory and technical requirements.
334	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP does not define any workflow model. Standard workflows may be sufficient, but this is not explicitly confirmed.	Are standard policy/control workflows and notifications sufficient for your organization?	The TOR does not require specific workflow models for policies or controls. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations.
335	LOT-1-CATEGORY-2---Information-Security-Systems	Risk is referenced conceptually, but no requirement for customizable scoring models, heatmaps, or workflows is stated.	Do you need to customize risk scoring, heatmaps, workflows, and notifications?	The TOR does not require customizable risk scoring models, heatmaps, workflows, or notifications. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations.

336	LOT-1-CATEGORY-2---Information-Security-Systems	The tender emphasizes compliance with *Kenyan laws, regulations, and statutory obligations* and refers to governance, audits, and regulatory oversight. However, it does not enumerate specific frameworks, standards, or internal governance models, nor does it quantify how many must be supported at go-live.	Are there specific regulatory frameworks, standards, or internal governance frameworks must the platform support at go-live? If so, how many?	The TOR requires compliance with applicable Kenyan laws, regulations, and statutory obligations but does not mandate support for a specific number of frameworks, standards, or internal governance models at go-live. Bidders should focus on delivering the solution that meets mandatory and technical requirements.
337	LOT-1-CATEGORY-2---Information-Security-Systems	While the RFP references audits, inspections, conformity testing, and governance activities, it does not define application boundaries, application count, or whether these functions are expected to run as separate applications or shared workflows.	How many distinct compliance, audit, or governance applications does KRA expect to operate initially?	The TOR references audits, inspections, conformity testing, and governance activities but does not define the number of applications or whether these functions should run as separate applications or shared workflows. Bidders should focus on delivering the solution that meets mandatory and technical requirements.
338	LOT-1-CATEGORY-2---Information-Security-Systems	The tender references KRA as an enterprise authority but does not enumerate legal entities, subsidiaries, or operational units, nor does it quantify segregation requirements.	How many legal entities, subsidiaries, or operational units require data segregation within the platform?	The TOR does not require quantification of legal entities, subsidiaries, or operational units, nor specify data segregation requirements. Bidders should focus on delivering the solution that meets mandatory and technical requirements.
339	LOT-1-CATEGORY-2---Information-Security-Systems	No user counts, role definitions, or administrative privilege allocations are specified anywhere in the RFP.	How many users will require full administrative privileges across the platform?	The proposed solution must support a minimum of 10,000 users scalable to 15,000. However, the TOR does not specify user roles, administrative privilege allocations, or exact counts of administrators. Bidders should focus on delivering the solution that meets mandatory and technical requirements.
340	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP references audits, inspections, and oversight activities, but does not quantify operational users or daily system actors.	How many users will actively manage audits, risks, controls, or evidence on a day-to-day basis?	The TOR does not specify the number of operational users or daily system actors who will manage audits, risks, controls, or evidence. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations.
341	LOT-1-CATEGORY-2---Information-Security-Systems	While enterprise-wide usage and departmental operations are implied, no departmental structure or group-level access model is defined.	How many organizational groups or departments require separate access control and reporting views?	The TOR does not specify the number of organizational groups or departments requiring separate access control or reporting views. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations.
342	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP emphasizes audits, inspections, and conformity testing, but does not mention automation, continuous monitoring, or telemetry-based compliance.	Does KRA expect any form of automated or continuous compliance monitoring, or will compliance be managed manually through audits and assessments?	The TOR does not require automated or continuous compliance monitoring. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations.
343	LOT-1-CATEGORY-2---Information-Security-Systems	The tender emphasizes security, data protection, and sovereignty but does not explicitly approve or reject SaaS, VPC, or on-prem models, nor define triggering conditions.	Please confirm KRA's required deployment model for the platform, specifically whether a shared SaaS deployment is acceptable, or whether a dedicated private cloud (VPC) or on-premises deployment is required, and if so, the conditions under which each deployment model would be mandated.	The TOR does not explicitly mandate a specific deployment model (shared SaaS, dedicated private cloud/VPC, or on-premises) nor define conditions for each. Bidders should propose solutions that comply with applicable data protection laws and standards while focusing on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance.
344	LOT-1-CATEGORY-2---Information-Security-Systems	The RFP states the platform must be *API-ready* and integrate with KRA's ecosystem, but does not list specific systems, data sources, or integration priorities.	Which systems must the platform integrate with at launch?	The TOR does not specify which systems or data sources the platform must integrate with at launch. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced standards and regulations, while providing API-ready capabilities to support future integrations.
345	LOT-1-CATEGORY-2---Information-Security-Systems	Compliance with Kenyan laws and regulatory requirements is emphasized, implying sovereignty, but no explicit hosting location, region, or residency clause is defined.	Are there specific geographic or national data residency requirements for KRA data?	The TOR emphasizes compliance with Kenyan laws and regulatory requirements. Bidders should propose solutions that align with applicable data protection laws and standards while focusing on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance.

346	LOT-1-CATEGORY-2---Information-Security-Systems	The tender references government security expectations and compliance obligations but does not name specific standards, baselines, or certifications.	Are there defined government security baselines or certifications the deployment must comply with?	The TOR references government security expectations and compliance obligations but does not mandate specific security standards, baselines, or certifications. Bidders should focus on delivering the Information Security Awareness solution as specified, including training, phishing simulations, reporting, and compliance with the referenced laws and regulations.
347	LOT-1-CATEGORY-2---Information-Security-Systems	Strong security controls are emphasized, but air-gapping or full internet isolation is not explicitly required or scoped.	Is full network isolation from the public internet a strict requirement, or only for specific environments or data sets?	The TOR emphasizes strong security controls, including support for physical and logical air-gaps. Bidders should propose solutions that meet these requirements including mandatory and technical requirements
348	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	2. Objectives (Unified CMP)	Does the Unified CMP require native management for existing public cloud workloads (e.g., AWS, Azure) to provide a true Hybrid Cloud experience, or is the scope limited to the new In-Country Private Cloud?	Native management of public cloud workloads is not a mandatory requirement for this scope. However, the CMP should be architecturally capable of supporting hybrid cloud scenarios, and bidders are encouraged to demonstrate this capability as an added value.
349	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	4.2 Compute / 4.4 Network	Please confirm if the CMP must provide a Single Pane of Glass that integrates with the SDN Controller (from the Core Network Lot) for automated network provisioning (VxLAN/VLAN) during VM creation.	Confirmed. The CMP shall provide a single pane of glass with the SDN controller. The private cloud must have a native SDN solution to implement network provisioning without depending on any specific network devices, the SDN solution should be hardware agnotic.
350	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	8. PaaS (Item 65-70)	Regarding the Container Management requirement: Should the CMP provide a native, managed Kubernetes service (K8s-as-a-Service) with an integrated registry, or will KRA provide its own container orchestration?	The bidder must provide a native, managed Kubernetes service (K8s-as-a-Service), including an integrated container registry. Bidders shall propose a comprehensive architecture to achieve this.
351	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	7.3 SLAs & Reporting	Is the CMP required to provide a Financial Management / Chargeback module to track and report resource consumption costs by individual KRA departments/tenants?	Confirmed. Bidders are required to provide a comprehensive methodology and technical framework detailing how this functionality will be achieved.
352	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	4.5 Security	Does the "Full stack security platform" within the CMP need to integrate with KRA's existing Identity Providers (e.g., Active Directory/LDAP) for Single Sign-On (SSO) and RBAC?	The CMP must support integration with existing Identity Providers (e.g., AD/LDAP) for SSO and RBAC as a core capability. While this functional capability is mandatory, the actual implementation of the integration will be subject to final project requirements during the deployment phase.
353	LOT-1-CATEGORY-1-In-country-Private-Cloud-for-Kenya-Revenue-Authority	Technical Specs	Should the CMP include a Self-Service Portal with a pre-configured "Service Catalog" (e.g., Database-as-a-Service, AI-Workload-as-a-Service)?	Confirmed. The CMP must include a Self-Service Portal with a pre-configured, out-of-the-box Service Catalog. Bidders shall demonstrate that these services are ready for immediate deployment upon platform installation.
354	LOT-1-CATEGORY-3--Spartial-Tax-Intelligence-System	Acquire high-resolution satellite imagery and conduct geospatial mapping of taxable properties and geospatial data; Validate and standardize data	Is the vendor expected to continuously update satellite imagery, or is it a one-time acquisition during implementation?	· The initial acquisition of high-resolution satellite imagery will be undertaken during system implementation. · Thereafter, imagery updates will be periodic rather than continuous, aligned to a 2-year base-map refresh cycle, sustainability considerations, and cost efficiency. · Vendors are expected to propose a practical imagery update strategy that maintains data relevance while minimizing recurring acquisition costs over the project lifecycle.
355	LOT-1-CATEGORY-3--Spartial-Tax-Intelligence-System	User Access, Security & Compliance; Architecture Design - the solution to be configured to support Hybrid of Cloud-based and on-premise deployment	Are there any data access or security restrictions that vendors should consider when proposing cloud components?	· The proposed solution may adopt a hybrid deployment model where only non-sensitive, non-PII data (such as basemaps, map tiles, or geocoding services) is accessed from cloud platforms. · All PII and sensitive organizational data must remain on-premises. · Bidders should ensure that the proposed solution complies with applicable data protection, cybersecurity, and government ICT policies while meeting all mandatory and technical requirements of the tender.
356	LOT-1-CATEGORY-3--Spartial-Tax-Intelligence-System	Pilot Testing & Implementation; Time Frame (18-month implementation period)	Will the system be expected to be deployed nationally at once, or through a phased rollout?	· The system is expected to be deployed through a phased rollout within the 18-month implementation period, beginning with a pilot phase in 2 KRA chosen regions followed by incremental expansion to additional regions based on evaluation outcomes, lessons learned, and readiness.
357	LOT-1-CATEGORY-3--Spartial-Tax-Intelligence-System	AI & Predictive Analytics	Are there any specific AI governance or compliance guidelines that vendors must follow?	· Vendors must ensure that all AI and predictive analytics components comply with applicable Kenyan laws, government ICT policies, data protection requirements, and emerging AI governance principles. · The solution should emphasize transparency, explainability, human oversight, and accountability, particularly where AI outputs inform compliance risk assessment and decision support.
358	LOT-1-CATEGORY-3--Spartial-Tax-Intelligence-System	Demo Evaluation Criteria	During the demo, will emphasis be on covering many features, or on deep demonstration of selected use cases?	· During the demo, emphasis will be placed on an end-to-end demonstration of selected priority use cases. · The demo should clearly show how the solution supports core business objectives as outlined in the demo evaluation criteria and corresponding weights that shall be applied during the live demonstration.

359	LOT-1-CATEGORY-3--Spartial-Tax-Intelligence-System	Source Code and Handover Requirements	Will KRA require full source code handover for the entire system, or only for custom-developed components?	· KRA will require source code handover for custom-developed components of the system. · In addition, bidders should commit to upgrading the solution at the request of KRA, at no additional cost, to meet security and compliance requirements, and emerging technologies · Proprietary or third-party components may be excluded, provided that appropriate licenses, documentation, and access rights are supplied to ensure system operation, maintenance, and future scalability.
360	LOT-1-CATEGORY-3--Spartial-Tax-Intelligence-System	Mandatory Requirements (24/7 support requirement); Implementation & Support	Can KRA clarify the service level expectations for the 24/7 support requirement?	· The 24/7 support requirement is intended to ensure availability of critical system support for high-severity incidents. · Vendors should propose reasonable service level agreements (SLAs) covering incident response times, escalation procedures, and resolution targets, aligned with system criticality and operational needs.
361	LOT-1-CATEGORY-3--Spartial-Tax-Intelligence-System	The system shall address performance challenges as well as security gaps identified in the current system/subsystems	Will a summary/list of the gaps in the current system be shared for analysis?	· There was no such requirement in the TORs. · There is no such current system exists.
362	LOT-1-CATEGORY-3--Spartial-Tax-Intelligence-System	Seamless System Integration - Achieve real-time interoperability with other KRA's systems	Are the APIs for all KRA and 3rd party systems available?	· APIs exist for select KRA systems; however, some systems may necessitate custom integration approaches or additional enhancements. · Availability of APIs for third-party systems will depend on respective system owners and applicable data-sharing approvals. · Vendors should be prepared to support a mix of API-based and alternative integration methods to achieve seamless interoperability.
363	LOT-1-CATEGORY-3--Spartial-Tax-Intelligence-System	Version Control & Tracking - Maintains document history, allowing rollback to previous versions	Is versioning to be done automatically or determined by system user(s)?	· Version control will be managed in coordination with KRA's project management and QA teams. · While the system may support automated versioning, promotion to production will be determined by KRA's QA processes and approvals
364	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	The RFP mandates a "detailed assessment of existing infrastructure".	Please provide a high-level summary of current server models, storage capacity (TB), and existing virtualization versions to allow bidders to accurately scope the migration and integration effort.	Ths information will be shared with the succesful bidder during the negotiation and contracting stage
365	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	Specifications currently require brands to be "Leaders in the Gartner Magic Quadrant."	To ensure value for money and technical flexibility, will the Authority accept Enterprise Open Source solutions (e.g., Ceph, OpenStack) that meet all performance KPIs but are not ranked by proprietary analysts?	The Authority will accept supported Enterprise Open Source Solutions. Our expectation is that the supported open source enterprisesolutions are leaders in their respective fields
366	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	The evaluation awards 3 marks for "VMware" or "OEM" certifications.	If an open-source solution is proposed, will the Authority accept equivalent industry certifications to ensure fair scoring?	Relevant and equivalent industry certifications are acceptable
367	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	Migration Scale	To develop a realistic "Migration Roadmap", please clarify the approximate volume of data and the number of application workloads/VMs that must be transitioned to the new cloud platform.	Approximate volume of data is 1 PB per site across 2 data centers. VMs to be migrated wll be approximately 2500
368	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	The RFP requires "OEM-led deployment	For open-source technologies, will the Authority clarify that this can be satisfied by a commercially recognized support partner or a certified professional services entity?	For open-source software KRA expects supported variants of open source technologies. Deployment of these solutions must be led by the vendor providing enterprise support for the open source software products
369	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	The requirement for "OEM led offsite training" often implies international travel.	Please clarify if the Authority expects international OEM training or if local, OEM-certified training centers are acceptable.	Offsite referts to a training location outside KRA premises. The training can be conducted in Kenya or outside Kenya at OEM accredited training centers. For all trainings options, bidder to ensure that conferencing, transport and accomodation costs are included in the financial proposal where applicable
370	LOT-1-CATEGORY-1---Storage-Servers-Cloud-Platform-Upgrade-and-Associated-Software-Licenses	The RFP demands "continuity of service".	Does the Authority have a preferred migration window (e.g., weekends/after-hours) and will KRA provide a temporary "swing space" or staging environment to facilitate this?	KRA will provide guidance on the approved maintenance window on a case by case basis.

371	LOT-1-CATEGORY-2--Enterprise-Resource-Planning-Solution.pdf	11. The vendor should propose a rollout strategy. The current number of staff is ~ 10,000 across the country in 8 regions. The rollout should include a realistic pilot of the system across the country. The system should be scalable and be able to accommodate at least 14,500 users.	How many users should be licensed for these categories?How many users should be licensed for these categories? IFS Full User - Named User license granting access to all the IFS Cloud modules the customer is entitled to. Employee and Manager Self Service - Self-service with restricted access to areas of Employees and Organization, Time & Attendance, Absences, Travel Requests and Expenses, Employee Performance, Training and Development, Qualifications, Recruitment, Onboarding, Offboarding and Health & Safety. • Managers perform simple HCM related tasks to match their role's needs, with access to their subordinates. For example, authorize time, approve expenses, manage performance reviews etc.	This figures change from time to time because the establishment changes in number. Curently KRA have about 11,000 Named User Licences in the ERP we use. The licencing breakdown will be provided by the winning bidder.
372	LOT-1-CATEGORY-2--End-to-End-Monitoring-Solution	Section 4.1: Compute and Storage Infrastructure monitoring Solution	" What is the: 1. Average and peak metrics per second (MPS), spans per second (tracing), and log ingestion volume per day (in GB/TB). 2. Number of log sources and log types (e.g., application logs, syslogs, Windows Event logs, etc.)."	Average MPS is 100, while peak MPS is 5000. Average Spans per second is 1000 Average log ingestion volume per day is 200 GB
373	LOT-1-CATEGORY-2--End-to-End-Monitoring-Solution	Section 4.1: Compute and Storage Infrastructure monitoring Solution	"Specifically, could you provide: 1. A list of physical and virtual servers, specifying the amount of RAM allocated to each. Servers 2. exclusively dedicated to running databases should be clearly indicated. 3. The databases in use, specifying the type (e.g., Oracle, MS SQL, etc.). 4. Existing tools/platforms to be integrated (e.g., CRM, ERP, ITSM tools like ServiceNow,	The infrastructure and service inventory will be shared with the succesful bidder during the negotiation and contracting stage The environments to be instrumented are Dev, QA, and Prod
374	LOT-1-CATEGORY-2--End-to-End-Monitoring-Solution	13. Deployment Mode	"1. What deployment option is the KRA currently looking for? 2. If the solution is to be deployed on Prem, shall KRA provide the hardware resources for the implementation of the solution, or is the vendor/partner to provide the hardware resources. 3. Please specify the number of physical and virtual servers, broken down by OS (Windows/Linux etc). 4. Expected volume of containers/Kubernetes clusters, including node and pod counts. 5. Are there multiple data centers or branches to be monitored? If so, how many? 6. Existing tools/platforms to be integrated (e.g., CRM, ERP, ITSM tools like ServiceNow, CI/CD pipelines, cloud providers)? 7. Number of environments to be instrumented (e.g., dev, QA, staging, production)? "	KRA is looking for on-premise deployment. The solution should support hybrid cloud deployments for cloud scale out where necessary. Bidder to define the compute, memory and storage requirements for the solution. The infrastructure for this solution is to be accomodated by the hardware resources that will be acuqired via Lot 1 - Category 1 (Compute, Storage and Private Cloud Upgrade). Bidder to ensure that any specific hardware requirements for this solution are captured in Lot 1 Category 1 - Compute Storage and Private Cloud upgprade. The infrastructure and service inventory will be shared with the succesful bidder during the negotiation and contracting stage The environments to be instrumented are Dev, QA, and Prod

375	LOT-1-CATEGORY-2--End-to-End-Monitoring-Solution	16. End User Monitoring	"Kindly provide an estimate of: 1. Number of web/mobile applications requiring user session monitoring. 2. The number of user sessions for each web and mobile applications per month 3. Estimated daily active users per application for Real User Monitoring (RUM). "	No of web/mobile applications requiring user session monitoring - 50 Specific details about number of user sessions and estimated number of daily active users per application will be shared with the succesful bidder during contracting and negotiation stage.
376	LOT-1-CATEGORY-2--End-to-End-Monitoring-Solution	4.3 Application Performance Management and Business Metrics Monitoring Solution	what is the expected number of applications and microservices currently running and expected growth trajectory (if available).	Current number of applications and microservices running - 300 Expected growth trajectory - 1000 applications in the next 3 years
377	LOT-1-CATEGORY-2--End-to-End-Monitoring-Solution	4.3 Application Performance Management and Business Metrics Monitoring Solution	"On Telemetry volumes and throughput. what is the: 1. Estimated Average and peak metrics per second (MPS), spans per second (tracing), and log ingestion volume per day (in GB/TB). 2. Number of log sources and log types (e.g., application logs, syslogs, Windows Event logs, etc.). 3. Expected trace volume per application and retention period requirements for metrics/logs/traces."	Average MPS is 100, while peak MPS is 5000. Average Spans per second is 1000 Average log ingestion volume per day is 200 GB No of log sources - 1000 Log Types - Windows servers - Linux Servers - Network Switches - Network Routers - Syslogs - Application Logs - Database Logs - Storage Systems Trace Volume per application - 1TB per day Retention period: - Logs - 7 years - Metrics - 1 years - Traces - 90 days
378	LOT-1-CATEGORY-2--End-to-End-Monitoring-Solution	4.3 Application Performance Management and Business Metrics Monitoring Solution	"On Telemetry volumes and throughput. what is the: 1. Estimated Average and peak metrics per second (MPS), spans per second (tracing), and log ingestion volume per day (in GB/TB). 2. Number of log sources and log types (e.g., application logs, syslogs, Windows Event logs, etc.). 3. Expected trace volume per application and retention period requirements for metrics/logs/traces."	Yes - Multi-tenancy is required for environment based separation Number of concurrent users expected to access dashboards - 100
379	LOT-1-CATEGORY-2--End-to-End-Monitoring-Solution	4.3 Application Performance Management and Business Metrics Monitoring Solution	"On business ""On use base and access requirements: 1. Will there be a need for multi-tenancy (e.g., environment-based separation such as prod/dev/UAT)? 2. Number of concurrent users expected to access dashboards or reports. ""analytics, what is the expected number of services that shall require this service."	Yes - Multi-tenancy is required for environment based separation Number of concurrent users expected to access dashboards - 100 Number of services requiring analytics -minimum 50
380	LOT-1-CATEGORY-3--Comprehensive Tax Invoicing System		Is there an architecture diagram of eTIMS (the current solution)?	The successful bidder will be provided with the necessary architecture under appropriate confidentiality arrangements during the contractual and implementation phase

381	LOT-1-CATEGORY-3--Comprehensive Tax Invoicing System		Is there a To-be state of how CETIS and other new solutions like Custody Transfer System, Digital Shipment Solution etc., will fit in to the ecosystem of KRA. Especially which applications may stay from the existing landscape, when the new solutions come into play and how they may integrate with.	This will be defined with the successful bidder during the contractual and implementation phase if applicable
382	LOT-1-CATEGORY-3--Comprehensive Tax Invoicing System		With regard to CETIS, is there a plan to mandate that the input tax claim will only be honoured if the tax remittance has been done by the trader? Alternatively, will the tax claim is honoured if the trader is expected to be legitimate and is expected to make the tax return? [Are there any rules to be defined when honouring a claim is to be done before realization, based on behavioural scoring?]	This is not within the scope of CETIS implementation
383	LOT-1-CATEGORY-3--Comprehensive Tax Invoicing System		Is there a specific guideline of how a return of goods within an invoice needs to be handled from a tax perspective?	The detailed credit/debit notes requirements will be firmed up with the successful bidder at the implementation stage. The high-level needs are provided in the TOR 3.2 (c), 10.6 (g), 2.2, and 2.1.
384	LOT-1-CATEGORY-3--Comprehensive Tax Invoicing System		Are bidders required to respond to the entire scope of a LOT (e.g., all items under LOT 1), or is it acceptable to submit a bid for only specific line items within a LOT? Are partial bids are allowed and will they be considered during evaluation?	NO. Bidders must submit responses for all requirements under all the categories/items in a LOT. Failure to submit bids in ANY of the categories will be deemed NON-RESPONSIVE
385	LOT-1-CATEGORY-3--Comprehensive Tax Invoicing System		Since a budgetary quote is requested, have any sizing details or assumptions been provided, or should bidders base the quote entirely on their own assumptions in scenarios where sizing is not very clear?	Base the quote on your own assumptions and any detailed information provided in the TOR
386	LOT-1-CATEGORY-3--Comprehensive Tax Invoicing System		Should the solution be scoped for a single site or multiple sites? If multiple sites are required, how many sites should be considered (e.g. Production & DR or More)?	Multiple sites – primary, secondary and DR sites
387	LOT-1-CATEGORY-3--Comprehensive Tax Invoicing System		For scenarios where specific hardware sizing is provided (e.g., CPU, memory, and server specifications), are we permitted to propose a slightly different configuration, provided it meets or exceeds the stated requirements?	For CETIS, no specific hardware requirements have been provided in the TOR

388	LOT-1-CATEGORY-1--Enterprise-Back-Up-Solution	Storage requirements	The Storage requirements (FR51-FR65) describe a traditional "Controller-based Storage Array" (Active-Active, NVMe proprietary interconnects). Will a Hyper-Converged Backup Appliance (Scale-out - with multiple controllers) be accepted if it meets the performance (10TB/hr) and capacity (400TB) targets, or is the specific controller-based array architecture mandatory?	A hyper converged backup appliance is acceptable provided it meets all the performance and capacity requirements
389	LOT-1-CATEGORY-1--Enterprise-Back-Up-Solution	Mailbox Licensing:	10,000 mailboxes are listed. Question: Are these mailboxes on-premise Exchange/Domino, or Microsoft 365 (Cloud)? This impacts the specific license type (SaaS backup vs. On-prem).	The mailbox licensinig should be aligned to the collobration tool that will be proposed in Lot 1 Category 2 - Mail Solution and Collaboration tools
390	LOT-1-CATEGORY-1--Enterprise-Back-Up-Solution	Backend Capacity Licensing	The licensing section mentions "Expected Backend capacity-900TB Usable", but the hardware section requests 400TB per site (800TB total). Should the software licensing cover the full 900TB backend capacity, or only the front-end production data size? How much front end data is being backed up across physical servers, VMs, containers, mailboxes, etc?	The licensing cost should cover the full 900TB backend capacity. Total front end data to be backed up is approximately 1 PB
391	LOT-1-CATEGORY-1--Enterprise-Back-Up-Solution	Tape Integration	"WORM Tape support" is mentioned for immutability, but no tape hardware is requested in the BOM. Question: Does KRA existing tape infrastructure need to be integrated, or is this requirement optional if disk-based immutability (Lock) is provided?	This requirement optional if disk-based immutability is provided
392	2.4.2 "The campaigns should also be supported in all channels, email, SMS, voice, social media e.t.c " –> could you detail on the voice part	2.4.2 The campaigns should also be supported in all channels, email, SMS, voice, social media e.t.c	–> could you detail on the voice part	The voice campaign is a tool used to manage outbound voice campaigns, including sending survey questions to a segment or group of Customers. It allows automated campaigns and manual triggers - In this regard, the system should be able to: 1. Allow creation or upload of Customer Data 2. Allow various dialing modes (Predictive, Power etc)
393	LOT-1-CATEGORY-2---Information-Security-Systems	We kindly request clarification regarding the requirement for an enterprise Certificate Lifecycle Management (CLM) solution under the Infosec category. Given KRA's extensive digital platforms, APIs, and third-party integrations, certificate usage is expected to be significant. Manual management of certificates may introduce risks related to expiration, service disruption, and security exposure. Enterprise CLM would provide centralized visibility and control of all certificates across KRA systems. It would also enable automated issuance, renewal, rotation, and revocation. Additionally, CLM supports governance, auditability, and compliance requirements.	Clarification is requested on whether enterprise CLM is requirement or not.	Additional requirement has been provided through the addendum

394	LOT-1-CATEGORY-2---Information-Security-Systems	Upon reviewing the tender documentation and technical specifications under the Infosec category, we note that there is no explicit requirement or specification for an Enterprise Public Key Infrastructure (PKI) system. KRA interacts with millions of taxpayers, banks, government entities, and international partners, where PKI provides strong digital trust through certificate-based authentication and cryptographic proof of system and user identity. An enterprise PKI enables secure digital identity for staff, applications, APIs, servers, databases, and devices, including customs and border equipment. This supports certificate-based access control and reduces reliance on weak credentials. Additionally, tax and customs systems are prime targets for cyber threats such as identity spoofing, insider abuse, and man-in-the-middle attacks. PKI mitigates these risks through encryption of data in	We seek clarification on whether KRA intends to include an in-house enterprise PKI solution within the scope of the modernization tender under the Infosec category.	Additional requirement has been provided through the addendum
395	LOT-1-CATEGORY-2---Information-Security-Systems	Upon reviewing the tender documentation and technical specifications under the Infosec category, we note that there is no explicit requirement digital Trust services for citizens. A Digital Trust Center typically provides centralized governance for digital trust services such as enterprise PKI, certificate lifecycle management, cryptographic key management, and digital signatures, which support secure digital identity, authentication, and non-repudiation. A Digital Trust Center provides a centralized authority for digital trust across all KRA systems and partners. It strengthens cybersecurity by enabling certificate-based authentication, encryption, and mutual trust. It ensures legal validity and non-repudiation of digital tax and customs transactions. It reduces fraud, system outages, and operational risk through controlled trust	In this regard, we kindly request clarification on whether the absence of a digital Trust Center requirement in the tender document is intentional or an omission, and whether bidders are expected or permitted to propose this capability as part of the Infosec scope.	Additional requirement has been provided through the addendum
396	LOT-1-CATEGORY-2---Information-Security-Systems	In the tender document you have mentioned that Successful Bidder MUST provide the following FORTINET Licenses: a) Renew and enhance the existing six thousand two hundred (6200) FortiEDR Licenses to provide XDR capability effective February 2026. b) Provision new (additional) six thousand (6000) FortiEDR Licenses with XDR capability to extend the current License coverage to a total of 12200 Licenses. c) Renew Fortireacon subscription Licenses effective February 2026, inclusive of twenty (20) Takedown credits. d) Threat intelligence licenses for a reputable leading cyber threat intelligence vendor. e) Network Detection and response (NDR) Licenses to cover three hundred (300) switches/routers and scalable to seven hundred (700)	Kindly provide the serial numbers for the existing System available for SOAR/EDR / Fortirecon	KRA seeks to implement proposed solution from bidders with OEM partnership agreement. In this regard, KRA expects the bidders to obtain the exact details pertaining serial numbers for the solution and other details from the OEM.

397	LOT-1-CATEGORY-2---Information-Security-Systems	Upon reviewing the tender documentation and technical specifications, we noticed that specialized ergonomic SOC consoles and mission-critical control room furniture appear to have been omitted from the current scope of work. And considered only video wall screens (minimum 55"/65", ultra-narrow bezel) , controller hardware and management software, and mounting structures.	Kindly clarify is it error or it's not a requirement of the same.	Additional requirement has been provided through the addendum
398	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 5: PREVILLEDGED ACCESS MANAGEMENT SOLUTION	N/A	Are the applications utilizing the secrets deployed into a middleware environment such as WebSphere, WebLogic, JBOSS or Tomcat? If yes, how many and what language? (Java, C#, C++, Bash, JavaScript, PowerShell, Batch CMD, etc., Unknown)	KRA has deployed enterprise proprietery systems and custom in-house systems that use various technologies including but not limited to Java, C#, C++, Bash, JavaScript, PowerShell, Batch CMD, etc. In this regard, KRA seeks a vendor to provide a solution that will integrate with these systems and manage secrets effectively while meeting mandatory and technical requirements.
399	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 5: PREVILLEDGED ACCESS MANAGEMENT SOLUTION	N/A	Are the applications hosted on premise or in a cloud environment? If in the cloud, specify the platform provider (On Prem, Cloud (AWS), Cloud (Azure), Cloud (GCP))	KRA runs applications on both on-prem and cloud
400	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 5: PREVILLEDGED ACCESS MANAGEMENT SOLUTION	N/A	What is the number of locations and/or regions? (Production, Test, Staging, Cloud regions for example US-East)	KRA is open to any region that complies with applicable data protection laws and respects national sovereignty.
401	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 5: PREVILLEDGED ACCESS MANAGEMENT SOLUTION	N/A	Do the applications run in a DevOps platform such as K8S, PCF, Azure Fabric, AWS Elastic Bean Stalk, J2EE Container, etc? If so, write the name of the platform.	KRA has deployed enterprise proprietery systems and custom in-house systems that use various platforms including but not limited to K8S, PCF, Azure Fabric, AWS Elastic Bean Stalk, J2EE Container e.t.c. In this regard, KRA seeks a vendor to provide a solution that will integrate with the systems and meets mandatory and technical requirements.
402	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 5: PREVILLEDGED ACCESS MANAGEMENT SOLUTION	N/A	Have these applications been refactored to leverage a continuous integration/continuous delivery model? (e.g. Jenkins for pipeline automation, Puppet for configuration automation, etc.	KRA has deployed enterprise proprietery systems and custom in-house systems that use various platforms and technologies including but not limited to CI/CD, jenkins e.tc
403	LOT-1-CATEGORY-2---Information-Security-Systems -DOMAIN 9: ENTERPRISE SECURITY & DEVICE MANAGEMENT SOLUTION DESIGN, SUPPLY AND DELIVERY, IMPLEMENTATION, COMMISSIONING, SUPPORT AND MAINTENANCE OF AN ENTERPRISE SECURITY & DEVICE MANAGEMENT SOLUTION	Upon reviewing the technical specifications, we noted that the EDR component is requested under Domain 9, while there is also a reference to the renewal of EDR licenses under SOC license renewals.	Could you please clarify whether both references pertain to the same OEM, or if they involve different OEMs?	KRA is not inclined toward a specific OEM or technology platform on requirements stated on domain 9:ENTERPRISE SECURITY & DEVICE MANAGEMENT SOLUTION. Bidders may propose any solution provided it meets mandatory and technical requirements.
404	LOT-1-CATEGORY-2---Information-Security-Systems -DOMAIN 14 NETWORK ACCESS CONTROL (NAC) SOLUTION	Successful Bidder MUST commit to provide genuine products, services and FORTNET Licenses for ALL Products and Services covered in this tender. ALL OEM products and services MUST be sourced through genuine OEM Authorized channels Successful bidder MUST: 1. Delivery and installation of new (additional) six thousand (6000) FortiNAC PLUS Licenses 2. Renewal of the existing Twelve Thousand (12,000) FortiNAC PLUS Licenses	Kindly provide the serial number for the existing NAC Solution in order to co ordinate with OEMs.	KRA seeks to implement proposed solution from bidders with OEM partnership agreement. In this regard, KRA expects the bidders to obtain the exact details pertaining serial numbers for the solution and other details from the OEM.

405	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 8: MAIL SECURITY GATEWAY SOLUTION	Page 126 1. The proposed solution MUST be based on dedicated OEM hardware and/or Software Appliances deployed in High Availability (HA) across Data Centre(s) (Primary, Secondary and DR). 2. The solution MUST support deployment as an on-premises appliance, virtual appliance, cloud-based gateway, or a hybrid topology to accommodate different infrastructure needs.	1. Will a proposal for a cloud-gateway only or SaaS be acceptable, or only on-premises installations are acceptable? 2. For software appliance proposals, will KRA be providing the hardware resources to host the software appliance? Or should the bidder also quote for the hardware resources required?	1. KRA is not inclined toward a specific setup (cloud, on-prem, hybrid) so long as the proposed solution complies with the data protection act/laws and meets the mandatory and technical requirements. 2. For software appliances bidders are required to deliver the compute and storage requirements factored under LOT-1:-CATEGORY-1---Storage-Servers-Cloud-Platform
406	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 8: MAIL SECURITY GATEWAY SOLUTION	Page 128 RAM - Hardware Appliances MUST be installed with a Minimum 150 GB of RAM at the point of delivery.	Will a proposed email gateway appliance meeting the email throughput requirements 10,000–1million emails per day with 64GB RAM be acceptable?	As per TOR under Mandatory Requirements and Minimum Requirements, the solution MUST be delivered with a minimum of 150 GB RAM at the point of delivery, and scalable to meet throughput requirements. Bidders are therefore required to comply with both performance and hardware minimum specifications as defined in the TOR.
407	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 12: SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION	Provide a solution with unlimited Events per Second (EPS) and Flows per Minute (FPM)	Can KRA provide estimates for EPS and FPM in their environment? No SIEM vendor provides unlimited EPS and FPM license.	Bidders are requirement to provide a solution with unlimited Events Per Second (EPS) and Flows Per Minute (FPM), with capacity determined by the allocated compute resources rather than fixed data volume or licensing limits.
408	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 12: SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION	1. Extended Detection and response (XDR) 2. Extended Detection and response (XDR) license.	XDR is usually implemented in cloud but the SIEM is deployed on-premises. Could this requirement be clarified based on expected SIEM deployment model?	Bidders are required ected to provide a single, unified SIEM platform with native XDR.
409	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 12: SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION	The solution MUST support log retention of up to 7 years with sufficient storage without disruption.	Will KRA be providing storage for long term storage of the events for 7 years or bidders should propose separate storage appliances for 7 years log retention?	Bidders are required to deliver the storage requirements factored under LOT-1:-CATEGORY-1---Storage-Servers-Cloud-Platform
410	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 12: SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION	The Bidder MUST provide five (5) dedicated hardware appliances for 1-console, 2-events/flows processor, 1-NDR, 1-applications host.	Different SIEM vendors have different hardware architectures. Are bidders free to propose hardware architecture components in reference to performance requirements?	Bidders may propose any suitable hardware architecture as long as the solution meets the mandatory and minimum specifications in TOR.
411	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 12: SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION	1. CPU - Hardware Appliances MUST have a Minimum 98 CPUs (or industry equivalent). Each CPU must have a CPU clock speed of over 2 Ghz. 2. RAM - Hardware Appliances MUST be installed with a Minimum 150 GB of RAM at the point of delivery.	Are bidders allowed to propose SIEM hardware appliances that meets EPS and FPM requirements? For example: 2 x Intel Xeon CPU 16 Cores with 32 Threads operating at 2.90GHz and 128GB DDR4 RAM.	Bidders may propose any higher-tier processor hardware appliances that meet the mandatory and minimum specifications. At the minimum, the hardware appliance should have 98 CPUs, CPU clock of 2 GHZ and 150GB of RAM, scalable to accommodate future growth in capacity, performance, and operational demands.
412	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 12: SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION	1. Storage - Hardware Appliances MUST be installed with a Minimum 1 TB SSD storage with minimum of 100TB RAID storage at the point of delivery. 2. The solution MUST support log retention of up to 7 years with sufficient storage without disruption.	Is the 100TB RAID storage enough for 7 years retention or should bidders propose appropriate storage?	Bidders are required to provide a solution with a minimum of 100 TB of storage designed to be scalable to accommodate future growth in capacity, performance, and operational demands.
413	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 13: SECURITY OPERATIONS CENTRE (SOC) SOLUTION	Network Detection and response (NDR) Licenses to cover three hundred (300) switches/routers and scalable to seven hundred (700)	Domain 12: SIEM has a requirement for NDR and repeated here. Is it a duplicate?	Bidders are required to provide a unified SIEM solution with native NDR under domain 12, while domain 13 seeks to implement an independent NDR solution from a leading OEM.
414	LOT-1-CATEGORY-2---Information-Security-Systems - DOMAIN 4: DATA LOSS PREVENTION (DLP) SOLUTION	The Proposed DLP Solution MUST be a reputable and widely deployed international brand. It MUST have been rated as a Market Leader in DLP Solution Category by a top international Technology research firm (such as Gartner, Forrester, KuppingerCole, QKS Group etc.) within the last three (3) years."	Can bidders propose other awards or rankings like SC Awards – Best Certification Program, Industry & analyst recognition or Gartner Peer Insights ?	Bidders are required to provide a solution rated as market leader by top technology research firm that meets the mandatory and technical specifications.

415		Hardware the proposed solution MUST be based on OEM and Hardware and/or software appliances Software deployed in High Availability (HA) across Data Requireme Centre(s) (Primary, Secondary and DR). Nts If hardware based, the appliance must be rack- mountable in standard 42U Rack.	Can bidders propose a SAAS based solutions as well which only shares metadata to the cloud and not the events or records?	Bidders may propose any suitable solutions provided it complies to data protection act/laws and meets the mandatory and technical specifications.
416	LOT-1-CATEGORY-2--- Information-Security- Systems - DOMAIN 4: DATA LOSS PREVENTION (DLP) SOLUTION	Data Encryption - Bidder must demonstrate that the solution can encrypt sensitive data to ensure its confidentiality and integrity	Since the current FortiEDR 7.2 agent already supports encryption features. can that suffice since it will be a redundant feature to have it on DLP as well?	Bidders are required to provide a unified Data Loss Prevention (DLP) solution with inherent encryption capabilities that fully complies with all mandatory and technical specifications outlined in the TOR. The encryption functionality must be natively integrated within the proposed solution and must not rely on external or existing systems to meet these requirements.
417	LOT-1-CATEGORY-2--- Information-Security- Systems - DOMAIN 4: DATA LOSS PREVENTION (DLP) SOLUTION	KRA Email Platform	Kindly clarify email provider KRA uses and whether it's on-prem/cloud or hybrid.	KRA has deployed an enterprise on-prem email solution.